JOB DESCRIPTION

Position: Audio Visual Technician
Reports to: AV Operations Manager
Term: 6 month fixed term contract
Hours of work: 40 hours per week
Location: City of London

Overview
Responsibility for the provision, support and maintenance of audio visual equipment deployed across Ernst & Young’s London estate.

The position involves a high degree of exposure, working sometimes with executive management, managing directors and Ernst & Young’s clients to deliver the AV services.

Main Job Tasks and Responsibilities
All services should be delivered punctually at scheduled times and in accordance with agreed SLA’s. The AV Technician is expected to arrive in good time for the start of the scheduled meeting setup-up time and remain until the required service is functioning correctly.

The Audio Visual Technician’s responsibilities include, but are not limited to:

Video / Audio Conferencing
- Video / audio conference setup and support. Ensure all sites are connected on time and receiving / transmitting good audio / video.
- Site certification of all new and relocated video conference systems.
- Assist with support for video / audio conferencing problems. Investigate faults and recommend further actions to rectify.
- Book video conference connections with BT Engage for all VC meetings.
- Telepresence support in Beckett House.
- Manage the VC administration, user consultation and co-ordination of support staff at regional offices.

General AV Meeting Room Support
- AV equipment setup, support and operation.
- Presentation / multi-media meeting room support, including duration support.
- Assist with support for multi-media broadcasting.
- Quick response to emergency / ad-hoc requests from the Helpdesk which must be delivered within 15 minutes of the request being received.
- Ensure room is presentable, tidy, safe and hazard free and all cables are secured and tidy.
Faults and Room Checks
- Check and confirm the status of the Media Wall by 7.15am on a rota basis.
- Carry out regular preventative room checks, ensuring all equipment functions correctly in accordance with the room check procedure, including morning, evening, monthly and lamp life checks.
- Ensure that all faults are reported in the correct way and in a timely manner.
- Proactive maintenance / reporting to ensure all AV equipment is always of the highest standard and functioning correctly.
- Carry out first line fault repairs.
- Carry out all power down / up when required, usually involving out-of-hours overtime commitments.
- All equipment maintenance issues which cannot be rectified by the on-site technician must be logged within 1 hour to the maintenance provider.
- Maintain an accurate portable AV equipment asset inventory.

Live Event Support
- Live event management, consultation and administration, and attendance at event production meetings.
- Gathering and interpretation of technical requirements for events. Manage the process for quoting additional equipment and resources.
- Technical setup and delivery of live events using in-house and hire equipment and working alongside on-site and cover support technicians.
- Ensure event space is safe and hazard free and all cables are secured and tidy.

General Duties
- Advise clients on best practice.
- Provide regular feedback on communication issues and service improvements.
- Assist with other in-room support activities when required. E.g. furniture and white board moves. Be a proponent of E&Ys ‘One Team’ ethos.
- Awareness of, and compliance with, the Quality, Environmental and Health and Safety policies and procedures that comprise AVMI’s Integrated Management System.
- Awareness of, and compliance with, the security policies and procedures that comprise AVMI’s information Security Management System.
- Keep all equipment, consumables, office and environment clean and tidy.
- Updating BSI bookings by adding equipment.
- Maintain, gather and update statistics and records on VC and AV supports and report on a weekly and monthly basis.

Global Co-ordination
- Maintaining a good working relationship with AV counterparts in remote and global offices.
- Hold and attend regular meetings with global AV teams to discuss service and operations issues.
- Liaise with other service providers as part of the ‘One Team’, take message for Filming and Editing or porterage services and meet, greet personal callers to the AV office and work closely with regional FM staff.
Location
Across the Ernst & Young London campus and other client and company sites as required

Working Hours
A shift system is operated to cover the operational hours of 07:00 – 23.00

Overtime
Occasional off-hours work and/or holiday work will be required. Overtime can be claimed by arrangement. This must be accurately logged.

Dress Code
Smart office attire as reference in AVMI Dress Code

Holiday & Sickness
Holiday and sickness entitlement is in accordance with the AVMI employee Terms and Condition.

Person Specification

Qualifications
- Preferably qualified to degree level in a relevant technical discipline
- Minimum of 2 years practical experience in an AV or IT/communications environment
- Infocomm CTP / AV Essentials

Relevant Experience
- Banking / Finance or Professional Services background
- Assignment through and working with call logging systems
- A minimum of two years video conference systems experience
- A minimum of three years in basic audio visual technologies
- With at least two years technical fault finding experience, preferably demonstrated through a service desk environment
- Understanding of best practice in video / audio conferencing

Key Skills
- Service culture and customer focus
- Must be IT literate to a high level, numerate and have well developed presentation skills
Knowledge
- Should have a good understanding or developing an understanding of:
  - All aspects of Audio Visual Service best practice, including Health & Safety
  - Data/LCD & HD projection, sound, integrated control systems and video conferencing, telephone conferencing equipment and presentation software and set-up (including MS PowerPoint, Mac technology and Mac Software)
  - ISDN, VoIP and other telecommunications networks and equipment
  - Current service suppliers and equipment in the marketplace and latest technological advances and innovations
  - Excellent technical knowledge of teleconferencing, presentation, and other AV hardware
  - Comprehensive hands-on AV equipment troubleshooting experience
  - Extensive equipment support experience ideally with Cisco / Polycom equipment
  - Mechanically and electronically inclined
  - Ability to operate tools, components, and peripheral accessories
  - Able to read and understand technical manuals, procedural documentation, and OEM guides

Overall Skill Set Requirements
- The following functional and technical skills are the minimum required:
  - Ability to work in a very high pace and dynamic environment
  - Innovative with new ideas and solutions to problems, but with a positive outlook
  - Ability to quickly adapt to changing needs, infrastructure, and evolving business processes
  - Ability to work closely with the user community, Interpret issues, understand requirements, and rapidly deploy solutions
  - Ability to work closely with cross-functional teams including functional leads
  - Ability to work directly with end uses on issue resolution, and process development
  - Strong interpersonal and communication skills
  - Ability to analyse metrics, extracts trending data, provide status reports and provide continuous improvement recommendations
  - Ability to create and maintain technical and functional documentation
  - Proficient working with spread sheets, documents, and presentation
  - Working knowledge of audio and visual conference room equipment
  - Cisco Video Systems experience
  - Experience on multiple operating system platforms (Windows, Linux and/or Mac) is preferred.
  - Excellent customer relations skills
  - Personal integrity