

## JOB DESCRIPTION

**JOB TITLE:** Cover Technician  
**REPORTING TO:** Service Operations Manager  
**WORKING HOURS:** 40 hours per week between 7am and 7pm, Monday – Friday

### DUTIES AND RESPONSIBILITIES

Supporting the requirements of the company in which placed with by providing maintenance support of Audio Visual and Video Conferencing equipment and systems onsite.

- Covering the Onsite Technician's holiday, sickness and absence leave.
- Provide AV/VC support to our clients, their staff and external clients
- Set up, operate and maintain AV/VC equipment
- Adaptable to working as part of a permanent based AV team or working on a lone site independently
- Supporting end users as requested by the Client
- Event support including set up, ensuring correct leads and adapters are available for conference organisers and participants
- Any admin processing that may be required

### SKILLS PROFILE

- Technicians must have a good background within the Audio Visual industry.
- Excellent customer service skills and an ability to deal with customers at all levels
- Manage time effectively
- Professional persona, must be able to work well when under pressure and demonstrate a positive attitude
- Good understanding of Tandberg/Cisco, Polycom, LifeSize and other Video Conferencing Systems
- Good understanding of Crestron, AMX and Extron products
- Must be IT literate
- Excellent fault finding skills
- InfoComm CTS certification would be advantageous
- Manual handling tasks will be required when necessary for moving equipment

### IDEAL CANDIDATE

Highly proactive with good technical understanding and experience of all AV/VC technologies applied to corporate environments. The candidate would have industry recognised AV qualifications, a polite telephone manner and good communications skills. Flexible working is essential and the individual will be well presented with a friendly, outgoing personality with a 'slow to anger, quick to respond' attitude to be best suited to this demanding role. The ideal candidate will be willing to take almost total ownership of the systems and maintain them accordingly and will be willing to get involved and strive to exceed expectations at all times. The candidate must also have good administration skills and possess a sound knowledge of computer technology, PC applications and networking.

### LOCATION

London/South East UK. Schedule for locations will be supplied by the Managed Services Administrator, but the schedule is subject to change at any time and with short notice.

## **ABOUT AVMI**

AVMI provides services to leading organisations in financial services, legal, professional services, retail, defence, government, health and education sectors.

AVMI has focussed its business strategy on providing 'trusted advisor' life-cycle services to clients with a significant portion of growth coming from international business.

AVMI has recently secured a place, for the second year running, in the Sunday Times International Track 200. This international growth has been enabled by AVMI's award winning Global Enterprise Framework of services, helping its multi-site clients to drive consistency and efficiency into their audio visual and collaboration facilities and services across all locations.

Having opened operations outside of the UK in Hong Kong, New York and Dublin, AVMI is planning to secure additional international locations in support of its clients' businesses.