

JOB DESCRIPTION

JOB TITLE: 1st Line Technical Support
REPORTING TO: Service Operations Manager
WORKING HOURS: 40 hours per week, Monday – Friday

An exciting opportunity has arisen for 1st Line Technical Support to join a fast growing technology company. AVMI is the UK's leading provider of Audio Visual and Video Conferencing solutions and is expanding rapidly overseas as well as developing a number of market leading innovations. This is a varied, fast paced role that would be well suited to someone with strong customer service experience that is looking to further their career in a challenging role.

This role is well suited to candidates from a strong administrative background with a customer focused attitude. Working within our large Service Desk team, this busy and varied role will involve dealing with AVMI's impressive client base ensuring that a confident and professional level of customer service is being delivered. The role will be based in our Sunbury head office.

ROLE AND RESPONSIBILITIES

- Responsible for the day to day logging and processing of equipment fault calls from clients.
- Coordination of any repair works required.
- Dealing with clients who wish to organise a callout; liaising with field service engineers to ensure that they attend the site in the requested time frame and resolve fault.
- Organising delivery/collection courier ensuring that all necessary equipment is ordered and delivered.
- Organising an equipment loan and making sure all loan equipment is accurately tracked, accounted whilst on customer site and returned prior to job being closed.
- Regularly updating customers with the progress of the repair within the agreed timescales.
- Communicating with corporate and education clients to build an excellent long term service relationship.
- Responsible for checking that all final paperwork is signed and correct and that the job is closed to a satisfactory conclusion; interact with clients from order receipt to satisfactory completion.

SKILLS REQUIRED

- Excellent communication, drive and decision making skills.
- Proactive and hard working in their approach to work.
- Able to communicate well across all levels.
- Good organisational skills, multi-tasking and the ability to work under pressure.
- Customer service skills.
- Previous experience in a customer service position is desirable but not necessary.

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.