

# JOB DESCRIPTION

**JOB TITLE:** Video Helpdesk Operative – Media Company  
**DIVISION:** Service  
**WORKING HOURS:** 40 hours per week - Shift pattern between 7:00 – 19:00  
**LOCATION:** White City, London

## ROLE SUMMARY

An exciting opportunity has arisen for a Video Helpdesk Operative to work within an imbedded team of three at our clients site in W12 London. AVMI is the UK's leading provider of audio visual and communication solutions and is expanding rapidly overseas as well as developing a number of market leading innovations.

AVM Impact provides Managed Services functions such as technical on-site support, maintenance and administration to various large corporate organizations both inside and outside London. The position involves a high degree of exposure, working sometimes with executive management and managing directors to provide the services listed above.

The Video Helpdesk Operative will provide bookings and management of videoconferencing resources for our client, including liaison with room booking team on the facilities management side. This will also involve white glove concierge services at times. The role will also require proactive investigation and resolution of reported faults at infrastructure level, and oversight of field based engineers as and when required. Working with our service and ticketing platform, diligent administration of activities will be an essential part of delivering a successful service.

## DUTIES AND RESPONSIBILITIES

Responsibilities include but are not limited to:

### Call Scheduling

- Monitor video conference booking platform for scheduling requests.
- Schedule, test, connect and monitor video conferences.
- Reservation of internal/external video bridges both on the phone and online.

### Support Services

- Work within agreed SLA's to investigate and oversee fault incidents.
- Carry out first line support and troubleshooting/real time diagnostics activities.
- Provide video conference remote support when required.
- Work proactively with client IT service team to identify and resolve network connectivity issues.
- Oversee field engineering activities when required.

### Monitoring & Maintenance

- Remote test all video conference systems at all locations regularly to ensure all equipment is in good working order prior to meetings.
- Monitor ongoing connectivity to all locations and endpoints, to the Customer's infrastructure and other cross territory services. Escalate service affecting issues to the Customers' IT Service manager in a timely manner.
- Carry out essential firmware upgrades in a timely manner and essential software upgrades to video conference equipment to ensure they remain fully supported.
- Monitor the video conference gatekeeper and respond to system changes/alerts.
- Update global address books when necessary. Ensure the customer's agreed naming convention is adhered to, liaising with the customer's IT Service Manager for guidance as necessary. Proactively review address books and correct any inaccuracies relation to endpoint.

### Administration and Service Improvement

- Ensure any faults or issues are accurately logged and tracked using the service ticket platform.
- Provide regular service delivery statistics as required by the client.
- Provide effective input to continuous improvement plans with the wider teams.
- Report all service shortcomings affecting the VC service to the appropriate manager.
- Work collaboratively with users, other customer teams and suppliers to provide excellent customer service and to ensure successful video conferences is in accordance with SLA requirements.
- Deal with day to day administrative duties and any ad-hoc duties assigned by the Video Helpdesk Team Leader.

### SKILL SET REQUIREMENTS

- Strong customer service skills.
- Excellent telephone techniques and manner.
- Excellent verbal and written communication skills.
- Present a self-image of confidence and authority to enable effective customer service delivery.
- Service orientated attitude combined with a flair for pro-active problem solving to exceed customers' expectations.
- Ability to manage service disruptions in a seamless manner via effective use of the team's resources to maintain business as usual activity.
- Ability to provide services to the highest specification within the corporate environment. Strong team player.
- Ability to motivate self and others, excellent time management and organisational skills.
- Excellent computer skills and the ability to learn new software and systems.
- Using video conference bridges in delivering a high level of customer service.
- Work well under pressure.
- Logical approach to problem solving.
- Ability to work as part of a team and contribute to its overall success.
- Working knowledge of the Microsoft Outlook, Word and Excel and an interest in communications technologies.
- Good working knowledge of Cisco and Polycom video conference equipment and infrastructure would be preferable however, full training will be provided.

### **WHY WORK FOR AVMI**

- Be part of a fast-growing company working with some of the world's biggest brands
- Ambitions to become a global player (recent office openings in New York and Hong Kong)
- An evolving business that provides great opportunity for development and progression
- Full training program provided
- Great team environment