

Job Description

Job Title: Field Service Engineer
Division: Service
Reports to: Field Service Team Leader

Overview Company

AVMI is one of the Global leading Audio Visual Solutions Companies and prides itself in providing both excellence in service and quality solutions to a range of customers from Corporate, Government & Retail. These clients include some of the world's best known names in the Technology, Finance and Law sectors.

The Service department are committed to providing our clients with the best in class customer service. We are the team that look after our clients' business critical collaboration spaces and ensure they are kept online to enable engaging and hassle free meeting experiences.

Working with some of the industry's leading engineers and support teams you will learn all the qualities necessary to become successful in Field Service Engineering.

Overview Role

Field Service Engineers provide reactive support calls and Planned preventative visits for corporate, government & retail clients.

Planned Preventative Maintenance Visits (PPMV)

Designed to keep clients Audio Visual, Video Conferencing and Digital Signage systems maintained, our Preventative Maintenance programme ensures that business needs continue to be met as originally designed, with minimised equipment downtime.

- Full System Checks are carried out are documented.
- Manufacturer maintenance guidelines are followed, this can include replacing air flow filters and documenting equipment usage hours where possible.
- Backups of system configuration files and program codes are collected as a precautionary measure.

We help to detect and prevent potential failures before they occur, rectify any known issues, provide feedback on system status and make recommendations for system operation, future usage and reliability.

Reactive Support Calls

On occasions when a client has a fault that can't be fixed via remote support, a Field Service Engineers (FSE) will be deployed to site to investigate. The aim of this visit is to fix the issue or where necessary provide a temporary solution to enable the room to be used with minimum impact to the client working within the clients Service Level Agreement (SLA). Our FSE's have direct access to in-house specialist experts who are highly trained in some of the following areas; Control Systems, Digital Sound Processors, Unified Communication, Digital Signage & Networking.

Role, Responsibilities & Skills

- Reactive support calls to client sites.
- Planned Preventative Maintenance visits.
- Completing paperwork for each job attended.
- Communicate identified faults in a clear and detailed manner to our helpdesk colleagues.
- Explain faults to the client in a way they can understand, convey the issue and what will be done to fix the problem within the agreed SLA.
- Representing AVMI's work ethic and standards.
- Fault finding of audio visual and video conferencing systems to a high level, under pressure.
- A good understanding of computer software and hardware systems.
- Networking knowledge to fault find audio and video conference networks. E.g. Dante audio and Multicast video streams.
- Understanding both digital/analogue audio and video signals e.g. HDMI, Display Port, DVI Component, and Composite.
- Control System fault finding and programming of Crestron, AMX and other leading manufacturers.
- Configuration and fault finding of Digital Sound Processors (DSP) such as Q-Sys, Biamp and Clearone.
- Support of IPTV systems, Digital Signage & Satellite systems from OneLan, Tripleplay, Exterity and MediaStar.
- Working with new and emerging technologies including LED display solutions and video wall processors.

Training Programme

Within your first week at AVMI you will complete basic Health & Safety training, manual handling and ladder training. You will meet members of the Service desk and be shown different areas of the service business including, co-ordination, first line support and active monitoring. You will also shadow an experienced engineer and assist in making service calls to client sites.

Following on from this, a custom training plan will be built for you, taking anywhere from four to twenty weeks where you can learn the required skills for Field Service Engineering. The training will take place in the following forms; In-house, Online and via Manufacturer training. Due to the speed the audio visual industry moves at from a technology perspective, continuous training throughout your career is always required.

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.