

## JOB DESCRIPTION

**JOB TITLE:** AV Technician  
**REPORTING TO:** AV Operations Manager  
**LOCATION:** New York City, New York, USA

### DUTIES AND RESPONSIBILITIES

The AV Technician's prime function is to provide AV technical support across all meeting rooms at client site and have exposure to projects. The position involves a high degree of exposure, working with executive management and managing directors of the client to provide the services listed below.

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 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. Best efforts should be made to ensure all sites are connected on time and receiving/transmitting good audio/video.
- Site certification of all new and relocated video conference systems.
- Carry out video conference software updates in consultation with the AV Technical Manager.
- Assist with AV Helpdesk support for video/audio conferencing problems. Investigate faults and recommend further actions to rectify.

#### General AV Meeting Room Support

- AV equipment setup and support.
- 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 AV Helpdesk.

#### Faults and Room Checks

- Carry out regular preventative room checks, ensuring all equipment functions correctly in accordance with the room check procedure.
- Ensure that all faults are reported in the correct way and in a timely manner to the AV Helpdesk and Technical Manager.
- Proactive maintenance/reporting to ensure all AV equipment is always of the highest standard and functioning correctly.
- Work with the AV Technical Manager to assist with first line fault repairs.
- Carry out all power down/up when required, usually involving out-of-hours overtime commitments.

#### General Duties

- Advise clients on best practice.
- Provide regular feedback on communication issues and service improvements.
- Assist with other AV disciplines when required, i.e. Project Manager, Technical Manager, AV Helpdesk.
- Awareness of, and compliance with the Quality, Environmental and Health and Safety policies and procedures that comprise Impact's Integrated Management System.

### Global Coordination

- Maintaining a good working relationship with AV counterparts in New York, Frankfurt, Asia Pacific and Australia.
- Hold and attend regular meetings with global AV teams to discuss service and operations issues.

### SKILLS PROFILE

#### Person Specification

- Possess high communication skills, both verbal and written and is capable of articulating information in a clear and concise way.
- Has a positive attitude in helping and assisting customers.
- Is of a calm temperament and capable of displaying a composed demeanour when working under pressure.
- Work as a solid team player and yet is self-motivated and capable of working alone.
- Manages time well and capable of organising their own workload and consistently meets and exceeds deadlines.
- Must be punctual.
- Willingness to learn and to demonstrate ability to progress their own career.
- Enthusiasm to task and role.

#### Experience

- 1+ years working with call logging systems.
- 1+ years video conference systems experience.
- 2+ years in basic audio visual technology.
- 1+ years in intermediary knowledge of Excel and Outlook.
- 2+ years technical fault finding experience, preferably demonstrate through a service desk environment.
- Understanding of best practice in video/audio conferencing.

### QUALIFICATIONS

- Infocomm CTP

### 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.