

JOB DESCRIPTION

JOB TITLE: IT Networks Systems Helpdesk
REPORTING TO: AV Manager
WORKING HOURS: 40 hours per week, 16:00 – 24:00 Monday to Friday
LOCATION: London

ROLE SUMMARY

The IT Networks Systems Helpdesk prime function is to design, implement, maintain and support our growing network infrastructure (AppSpace, Crestron Fusion). The ideal candidate will be part of a Systems Helpdesk team that is responsible for triaging calls into the Helpdesk and would be able to deliver both first line and second line support to all customers/users of the Client's AppSpace and Crestron Fusion technology that meet business objectives and SLAs. The position involves a high degree of face-to-face client contact, working with executive management and managing directors to provide best in class services across all Audio Visual related services.

DUTIES AND RESPONSIBILITIES

The Networks Systems Helpdesk responsibilities include, but are not limited to:

Digital Signage Platforms Support

- Registration on new endpoints.
- SHA2 development legacy Cisco endpoints.
- User training for LOB.
- If required weekend support on back end server support.
- AppSpace troubleshooting support for Dashboard issue on GUI.
- POC testing once units arrive onsite global deployment.
- Project related registration delivery.
- BT Converge record support.

BrightSign/new product certification support

- Endpoint/device POC testing.
- Content delivery mix video/signage/TV.
- AppSpace integration – player package.
- Certification process working with product support in remote registering via server disabling USB functionality.
- Red Team/GIS POC scanning – working on Rapid Threat Assessment (RTA).

Cable Time IPTV POC support

- Working with engineering in design and testing.
- Media manager server support and registering.
- Server building to Cabletime requirements to support MM application.
- Standalone AIT for Cabletime IPTV platform.
- Full supporting documentation following a global roll out model.
- We have successfully completed the second part of PARB ready for PTO (permit to operate stage).
- Load balancing cluster for x2 servers for MM housing remote monitoring for head ends in EMEA. US counterparts will adopt AMERS/APAC coverage not in scope yet.

Out of Hours patching support for Fusion & AppSpace

- Understanding what is required on risk items and how to work with patching teams and conducting post testing in a timely manner.
- Providing weekly reports on status on P1/P2/P3 items.
- Reviewing changes in BMC ready for weekend deployment.

Change request process AV

- Review weekly AV changes and provide with a status update before presenting in Pre-Cab for approval.
- ITSM training understanding how to raise changes, part of ITOP AV group.

TP weekly changes and support for EMEA BAU for post testing

- Working with US team on weekly changes and being part of the change if EMEA devices are affected in updates.
- Any changes supporting IX5000 upgrades within EMEA will require post support.

Crestron Fusion Booking panel BAU support

- Working on daily reports for panel's status.
- Front line support troubleshooting, understand how Exchange Outlook is working with these items.
- Application room view access and training.
- Working on adhoc reports customizing of client's logos on panel.
- Support email for Fusion and documenting on Ops support model.

SKILL SET REQUIREMENTS

- Proven hands-on network helpdesk service.
- Hands-on experience with monitoring, network diagnostic and network analytics tools.
- University degree in computer science or a related subject.
- Ability to work in teams and on own initiative.

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.