

# JOB DESCRIPTION

**JOB TITLE:** Technical Manager  
**REPORTING TO:** Service Delivery Manager  
**WORKING HOURS:** 40 hours per week  
**LOCATION:** London Campus

## DUTIES AND RESPONSIBILITIES

The Technical Manager's primary function is to provide a high level AV and VC technical support across client's London Campus including all event spaces.

The position also involves a high degree of exposure, working with senior management teams to deliver real time AV production services.

The Technical Manager's responsibilities include, but are not limited to:

- Management of the onsite AV Technical Management function
- Ensure Operational availability of all dedicated Event Spaces
- Ensure Operational availability of all AV enabled meeting rooms and any other AV or VC environments
- Conduct regular proactive room and equipment checks according to schedule specified in SOP
- L2 incident management – In the case of multiple simultaneous fix or fail incidents, priority must always be given to Event Spaces and or VIP Meeting
- Escalate issues to L3 as appropriate
- Management of documentation
  - Data entry into client's standard CMDB toolset
  - Ensure all documentation is completed as part of operational acceptance of any new build-outs
  - Ensure "as build" documentation is managed effectively over its lifecycle
- Actively input into the team's standard operating procedures
- Work with service leads to maintain oversight of and adherence to standards and input into operational acceptance process for any equipment installed at client's AV environments
- Contribute regular feedback and information to the client and to ensure workable technology standards are adopted at a local level

## TRAINING AND DEVELOPMENT

- Monitor performance of Personnel and provide feedback via client toolset
- Team Building – Promote and deliver team collaboration whilst maintaining team morale
- Team Management – Management of directly employed, locum and freelance staff in the delivery of high-level live events
- Role Management – Develop, adopt and deliver departmental best practices
- Skills Gap Analysis – Identify areas required for training and development for team and self
- Training – Responsible for identifying training and development plans
- Progression – Identify and nurture development of key team members
- Appraisals – Execute annual and on-going performance appraisals for on-site team

## SKILL SET REQUIREMENTS

- A deep technical understanding of digital and analogue audio and video signal processing standards and protocols and familiarity with the audio visual engineering disciplines associated with AV equipped meeting rooms
- High level knowledge of Audio Visual engineering disciplines associated with Complex environments such as auditoria, boardrooms, flexible presentation spaces
- Experience of Service Management Tools and managing incident queues
- 5+ years industry experience in fields relating to technical management of AV environments
- 5+ years technical fault finding experience, preferably demonstrated through a service desk environment
- Possesses high quality communication skills, both verbal and written, and is capable of articulating information in a clear and concise way
- Process and procedure oriented
- Has a positive customer focused attitude
- Is of a calm temperament and capable of remaining composed when working under pressure
- Manages time well and capable of organising their own workload and consistently meets and exceeds deadlines
- A strong understanding of audio visual technology and associated operational processes and best practice
- Experience of call logging systems including managing fault reporting management
- Experienced knowledge of Excel, and general computer skills, including Outlook
- A good understanding of resource booking systems

## SKILL SET REQUIREMENTS

- Infocomm CTS
- Cisco- CCNA Video
- Digital Audio Mixers and control software
- AMX or Crestron certification
- ITIL v3 foundation
- Manufacturer accreditation desirable such as:
  - Tripleplay IP TV
  - CableTime MediaStar

## 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