

JOB DESCRIPTION

JOB TITLE: Client Support Technician
REPORTING TO: Technical Manager
WORKING HOURS: 40 hours per week between 7am -7pm, Monday – Friday
LOCATION: London

ROLE SUMMARY

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

DUTIES AND RESPONSIBILITIES

All services should be delivered punctually at scheduled times and in accordance with agreed SLA's. The Client Support Technician is expected to arrive in good time for the start of the scheduled meeting setup-up time and remain until the required service is functioning correctly.

The Audio Visual Technician's responsibilities include, but are not limited to:

Skype for Business

- 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
- Assist with support for video/audio conferencing problems. Investigate faults and recommend further actions to rectify

General AV Meeting Room Support

- Ensure all multi-media/presentation rooms are maintained in good working order
- 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
- Assist where possible with IT related enquiries during supports. Escalate issues if required.
- Arrange equipment loans and hire to meet client specification

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
- Proactive maintenance/reporting to ensure all AV equipment is always of the highest standard and functioning correctly
- Assist with first and second line fault repairs
- Carry out all power down/up when required, usually involving out-of-hours overtime commitments
- Follow-up on issues reported to aid resolution

General Duties

- Advise clients on best practice
- Provide feedback on communication issues and service improvements
- Focus on service/operational issues for review
- Assist with training of new starters and freelancers
- Build and maintain client relationships
- Be flexible and assist the team in all areas of the development
- Manual handling tasks will be required when necessary for moving equipment

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.