

# JOB DESCRIPTION

**Position:** Subject Matter Expert, APAC  
**Reports to:** Operations Manager, APAC  
**Location:** Hong Kong

An exciting opportunity has arisen for a Subject Matter Expert to join a fast growing technology company. AVMI is the UK's leading provider of Audio Visual and Video Conferencing solutions and is expanding rapidly overseas as well as developing a number of market leading innovations. The primary purpose of the role is to provide technical support for the commissioning and ongoing service of systems delivered through the AVMI Streamline suite of services to our Enterprise accounts. This includes working closely with the relevant internal and client teams to ensure system build, commissioning, installation and service/maintenance is performed to the highest standard.

The SME will play a pivotal role between Project Managers, 3<sup>rd</sup> party installation teams and Solutions architects in the commissioning of systems and will be the primary technical support contact for clients in the support of the delivered systems. This will involve developing online support documentation, working with AVMI's Streamline Online toolsets and managing global estate information for clients to maintain maximum reliability, serviceability, and efficiency under the Streamline services. The SME will be a key client contact specialising in supporting the client AV estate, understanding internal client processes and maintaining strong operational relationships. The role will be based in the Hong Kong Office.

## ROLE AND RESPONSIBILITIES

SME Commissioning:

- To act as the primary commissioning contact, either remotely or onsite, to ensure that systems are installed to our strict commissioning guidelines and policies and within the specified time-frame
- Working with design CAD Schematics, ensuring systems are installed and working at optimum levels and to client expectations
- Attending internal handover meetings to gain visibility of Enterprise client projects and provide input into designs and support considerations
- Complete Site Acceptance Testing (SAT) at client's site which includes final adjustment of system prior to handover to client
- Support Project Manager in the successful delivery of all projects
- Liaise with suppliers and manufacturers to ensure technical knowledge is gained to successfully deliver projects
- Ensuring asset information is accurately captured at all stages and entered into the Streamline Online tools
- Feeding into a continuous improvement process for future system and service development.

SME Service and Support:

- To provide in depth troubleshooting, often remotely and provide user support for any reported service issues
- Provide user-training to the end client and support teams in the best practice of system use and support scenarios
- Advanced fault finding & troubleshooting
- Codec configurations, provisioning systems on VC infrastructure (i.e. TMS), phonebook creation
- Code uploading to Crestron devices (panel, processor, x-panel, server)
- Communication with local and global teams to assist in fault resolution
- Attend regular meetings to improve the service globally
- Ability to carry out site surveys if required and spot potential problems (surfaces, flooring, cabling)

- Ability to read and work to schematic drawings
- Run reports via TMS
- Assisting the projects department
- System Development and reporting of client feedback
- Product research (Cisco/Crestron/Extron/Samsung and various others)
- Ability to build relationships and work closely with vendors
- Educating local onsite teams when required
- Communicating with Video Specialists (Manufacturers, client and AVMI)
- Maintaining strong relationships and good lines of communication with the global AVMI Enterprise service team
- Creation of documentation (Troubleshooting guide, user guides)

### **RELEVANT EXPERIENCE**

Ideally, the candidate will come from an IT/AV customer service support or commissioning background and possess a high level of commitment to solving client issues as soon as possible. Must have a strong technical background within the Audio Visual industry and preferably experience at a corporate site. Must have a professional persona and be able to work well under pressure with a flexible approach to the working day.

- Customer Services focused to ensure that clients receive a premium service
- Excellent problem solving and troubleshooting skills
- Capable of communicating professionally at all levels
- Excellent organisational skills and the ability to work on multiple projects
- Ability to understand project schedule and plans
- Ability to prioritise and work under pressure is essential
- In-depth understanding of all aspects of AV/VC best practice
- Excellent technical knowledge of AV & VC equipment from all major brands
- Crestron Software (Toolbox), Extron Software (PCS), Tesira BiAmp software (advantageous)
- Plasma/LCD technologies and experience of firmware upgrades/software changes
- Extron & Kramer DAs and switchers,
- Projection technologies and fundamentals
- Good understanding of Voice, Network and Video technologies
- Fault Logging Systems
- Good understanding of Microsoft Office including Excel, Word and PowerPoint
- Good understanding of CAD / Visio
- Manual handling tasks will be required when necessary for moving equipment

### **PERSONAL QUALITIES AND BEHAVIOURS**

- Professional and smart appearance
- A logical and methodical approach to problem solving
- Highly reliable with direct, honest and dedicated work ethic
- Enthusiastic and self-motivated with the ability to motivate others
- Flexible outlook with willingness to cover shifts and work overtime when required
- Consistent, composed and patient, with aptitude to remain calm under pressure
- Commitment to customer service with fast and professional fault resolution
- Responds quickly and positively to the needs and requests from customers with the ability to prioritise workload based on customer requirements
- Develops innovative approach to improve long term levels of service delivery
- Willing to travel where required

## QUALIFICATIONS

- Preferred but not essential: Cisco/Tandberg Partner, Cisco CCNA or good Networking Skills
- Previous practical experience in a corporate AV/VC environment
- InfoComm CTS certifications would be advantageous

## LOCATION

Primarily between the client site(s), Hong Kong Office and home working

## WORKING HOURS

Coverage of core client office hours (flexible shifts between 07.00 – 19.00)

Flexible hours will be required to provide global cover

Working hours are subject to change to meet future requirements

## OVERTIME

Occasional out of hours work and/or holiday work will be required

## DRESS CODE

Smart office attire

## 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.

Education Level:	Diploma or above
Years of Experience:	Minimum 2 years related experience
Languages:	English proficiency, both written and spoken
Employment Type:	Full-time