JOB DESCRIPTION

JOB TITLE: AV Maintenance Engineer
REPORTING TO: Technical Manager
WORKING HOURS: 40 hours per week, 13:00-21:00
LOCATION: Deloitte London Campus

ROLE SUMMARY

The AV Maintenance Engineers' prime function is to provide AV technical support across all meeting rooms across our client's campus.

The position involves a high degree of exposure, working sometimes with executive management and managing directors to provide the services below.

DUTIES AND RESPONSBILITIES

All services should be delivered punctually at scheduled times and in accordance with agreed SLA's. The AV Maintenance Engineer is expected to deliver a high level of customer service and provide proactive and reactive support efficiently. The AV Maintenance Engineer will perform L1/L2 incident management and escalate where appropriate.

The AV Maintenance Engineer's responsibilities include, but are not limited to:

- Provide AV and VC set-up and technical support across all meeting rooms and VC equipped rooms
- Perform L1/L2 incident management
- Escalate, raise and update incidents to the Technical Manager
- Demonstrate Self Service AV and VC Capabilities to end users wherever possible
- Carry out proactive health checks in accordance with SOP
- Service continuity support including preparation for an restoration of service from Power Downs, Black Building Exercises and other planned or unplanned Business Continuity Management activities
- Assist with software upgrades
- Assist with support for video/audio conferencing problems. Investigate faults and recommend further actions to rectify
- Ensure all multi-media / presentation rooms are maintained in good working order
- 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
- Advise clients on best practice
- Provide regular feedback on communication issues and service improvements
- Assist with training of new starters and freelancers
- Build and maintain client relationships
- Be flexible and assist the team in all areas of the department
- Manual handling tasks will be required when necessary for moving equipment

SKILL SET REQUIREMENTS
- A good technical understanding of video conference standards and protocols
- A working knowledge of networks
- Two years industry experience in fields relating to AV and VC activity
- Experience of client facing responsibilities in a corporate environment
- InfoComm Essentials of AV technology
- CTS
- High level of customer service

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.