

JOB DESCRIPTION

JOB TITLE: AV Event Technician
WORKING HOURS: 40 hours per week
LOCATION: Onsite – Birmingham

ROLE SUMMARY

The Event Technician’s prime function is to provide Event and AV/VC technical support across all Customer HQ event spaces. Operation of Event Specific equipment includes – Audio Desk, Vision Mix, CCU and providing Webcast, Video Conferencing and show calling services. The focus will be to build, manage and improve the event services through regular procedural improvements and wider Customer support team training and development while working closely with other relevant departments within the Customer and AVMI.

The role involves a high degree of exposure, working sometimes with executive management, managing directors and Customer clients, to deliver the Event services. The candidate should adhere to the appropriate processes and best practice to ensure resilient, event support services are consistently delivered during the agreed service hours with flexibility required for early mornings, evenings and weekends, should events require additional support.

Responsibilities include, but not limited to:

- Set up and operate Customer supplied infrastructure, equipment and applications in dedicated live event spaces and meeting rooms to deliver live events in accordance with Standard Operating Procedures (SOP)
- Ensure operational availability of allocated event spaces and meeting rooms carrying out all regular and pre-event equipment checks in accordance with SOP
- Perform Level 1 incident management
- Escalate to Customer Local Service Management for Level 2 incident management as required
- Work with other sites and via other delivery channels and collaborate with peers in other Customer locations to deliver live events
- Attend post event debriefs for events
- Act in capacity of show-caller if required
- Client engagement – building and maintaining client relationships
- Contribute to ongoing development of operation procedures and processes
- Participate in incident management and problem management activities
- Venue Management – To work with Maintenance teams to ensure that the event spaces are kept to the highest possible standard, and to work in partnership with property management to provide a professional service to clients
- Continuous Service Improvement (CSI)
- Reporting on all element of service delivery to AVMI Management Teams
- Providing additional BAU AV support to the client when events are not running
- Deliver high profile venue based Town-hall and results presentations
- To provide technical support to specialised production and facilities companies during events when necessary
- Complete understanding of signal flow in both audio and video installations

Event Space Checks

- Carry out regular room checks, ensuring all event equipment functions correctly in accordance with the room check procedure
- To maintain records of equipment usage (when applicable), to make minor adjustments and repairs to equipment when necessary
- Raise tickets for faults through the correct channels, either Customer local teams or relevant infrastructure resolver groups or to the AVMI Enterprise service team and liaise with relevant bodies for repairs of malfunctioning event equipment
- Assist with first line AV fault troubleshooting with AVMI Enterprise Subject Matter Experts
- To carry out scheduled maintenance checks (room checks / power downs) and to write technical reports based on test results

General Duties

- Understand the standards of a current live event production and to be able to specify the appropriate equipment according to each event
- Provide regular feedback on communication issues and service improvements
- Focus on service / operational issues for review
- Manual handling tasks will be required when necessary for moving equipment
- Creation of event documentation (Troubleshooting guide, user guides, SOPs)

Global Co-ordination

- Establish and maintain good working relationships with global counterparts within the wider AVMI and Customer event teams and organisation
- Hold and attend regular meetings with the wider team to discuss service and operations issues in supporting global events
- Communicating with Video Specialists within the Customer infrastructure teams
- Educating and supporting local onsite teams when required

Skillset Requirements

- Should have a good technical background within the Audio Visual Event industry and preferably experience at a corporate site
- Knowledge of the following equipment would be beneficial: Cisco codecs, Acano and Codian bridging, Blackmagic routing, Audio DAs, wireless mics, Panasonic projectors and cameras, ETC lighting desk, Yamaha CL1 Mixing Desk, HD/SD Switchers
- Must have a professional persona and be able to work well under pressure with a flexible approach to the working day

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.