JOB DESCRIPTION

JOB TITLE: Technical Manager
REPORTING TO: Service Delivery Manager
WORKING HOURS: 40 hours per week
LOCATION: New York - Onsite

DUTIES AND RESPONSBILITIES

The Technical Manager's primary function is to provide a high level AV and VC technical support across the client's New York Site 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
- Process and procedure oriented
- 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
- 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:
    - o Tripleplay IP TV
    - o CableTime MediaStar

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.