

JOB DESCRIPTION

JOB TITLE: 1st Line Technical Support
REPORTING TO: Service Operations Manager
WORKING HOURS: 40 hours per week, Monday – Friday

An exciting opportunity has arisen for 1st Line Technical Support 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. This is a varied, fast paced role that would be well suited to someone with strong customer service experience that is looking to further their career in a challenging role.

This role is well suited to candidates from a strong administrative background with a customer focused attitude. Working within our large Service Desk team, this busy and varied role will involve dealing with AVMI's impressive client base ensuring that a confident and professional level of customer service is being delivered. The role will be based in our Sunbury head office.

ROLE AND RESPONSIBILITIES

- Responsible for the day to day logging and processing of equipment fault calls from clients.
- Coordination of any repair works required.
- Dealing with clients who wish to organise a callout; liaising with field service engineers to ensure that they attend the site in the requested time frame and resolve fault.
- Organising delivery/collection courier ensuring that all necessary equipment is ordered and delivered.
- Organising an equipment loan and making sure all loan equipment is accurately tracked, accounted whilst on customer site and returned prior to job being closed.
- Regularly updating customers with the progress of the repair within the agreed timescales.
- Communicating with corporate and education clients to build an excellent long term service relationship.
- Responsible for checking that all final paperwork is signed and correct and that the job is closed to a satisfactory conclusion; interact with clients from order receipt to satisfactory completion.

SKILLS REQUIRED

- Excellent communication, drive and decision making skills.
- Proactive and hard working in their approach to work.
- Able to communicate well across all levels.
- Good organisational skills, multi-tasking and the ability to work under pressure.
- Customer service skills.
- Previous experience in a customer service position is desirable but not necessary.

WHY WORK FOR AVMI

- Be part of a fast-growing company working with some of the world's biggest brands.
- Ambitions to become a global player (recent office openings in New York and Hong Kong).
- An evolving business that provides great opportunity for development and progression.
- Great team environment.