

JOB DESCRIPTION

JOB TITLE: AV Maintenance Engineer
WORKING HOURS: Technical Manager
LOCATION: 40hrs Monday – Friday

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 & RESPONSIBILITIES

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 L3 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 L3 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 a restoration of service from Power Downs, Black Building Exercise and other planned or unplanned Business Community management activities.
- Assist with software upgraded.
- 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 support. 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

- Project management experience – managing projects in the UK, EMEA and internationally.
- An excellent working knowledge of Crestron, Cisco and Extron Kit.
- Commissioning and installation experience within corporate environments.
- 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.
- CTS
- High level of customer service.

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.
- Full training program provided.
- Great team environment.