

JOB DESCRIPTION

JOB TITLE: AV Technician
REPORTING TO: AV Operations Manager
WORKING HOURS: 40 hours per week between 7am -7pm, Monday – Friday
LOCATION: London

ROLE SUMMARY

The AV Technician's prime function is to provide AV technical support across all meeting rooms. The position involves a high degree of exposure, working sometimes with executive management and managing directors of the Bank to provide the services listed below.

DUTIES AND RESPONSIBILITIES

All services should be delivered punctually at scheduled times and in accordance with agreed SLA's. The AV Technician is expected to arrive in good time for the start of the scheduled meeting setup-up time and remain until the required service is functioning correctly.

The Audio Visual Technician's responsibilities include, but are not limited to:

Video/Audio Conferencing

- Video/audio conference setup and support. Best efforts should be made to ensure all sites are connected on time and receiving/transmitting good audio/video.
- Assist with support for video/audio conferencing problems. Investigate faults and recommend further actions to rectify.

General AV Meeting Room Support

- Ensure all multi-media/presentation rooms are maintained in good working order.
- AV equipment setup and support.
- 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.
- Arrange equipment loans and hire to meet client specification.

Faults and Room Checks

- Carry out regular preventative room checks, ensuring all equipment functions correctly in accordance with the room check procedure.
- Ensure that all faults are reported in the correct way and in a timely manner.
- Proactive maintenance/reporting to ensure all AV equipment is always of the highest standard and functioning correctly.
- Assist with first and second line fault repairs.
- Carry out all power down/up when required, usually involving out-of-hours overtime commitments.
- Follow-up on issues reported to aid resolution.

General Duties

- Advise clients on best practice.
- Provide feedback on communication issues and service improvements.
- Focus on service/operational issues for review.
- Assist with training of new starters and freelancers.
- Build and maintain client relationships.
- Be flexible and assist the team in all areas of the development.
- Manual handling tasks will be required when necessary for moving equipment.

Global Coordination

- Maintaining a good working relationship with global AV/VC/TP counterparts.
- Attend meetings with global AV teams to discuss service and operations issues.

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.