

JOB DESCRIPTION

JOB TITLE: Event Technician
WORKING HOURS: 40hrs per week
LOCATION: Central London

ROLE SUMMARY

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

DUTIES & RESPONSIBILITIES

All services should be delivered punctually at scheduled times and in accordance with agreed SLA's. The Events 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 Events Technician's responsibilities include, but are not limited to:

Event Support

- Run AV events, including pre-event testing of audio, wireless microphone battery levels etc.
- Primary contact for event coordination.
- Liaising with clients for large events to understand their requirements.
- Attend pre-production meetings required for any scheduled special events.
- Primary support to operate global production events.
- To own the event experiences for the meeting host and attendees.
- To event manage high profile events and become a trusted advisor.
- To escalate any operational issues to the appropriate, making suggestions for improvements.
- To produce event reports which highlights use of space.

Video/Audio Conferencing

- Video/Audio conferencing setup and support.
- Best efforts should be made to ensure all sites are connected on time and receiving/transmitting good audio and video.
- Site certification of all new and relocated video conference systems.
- Carry out video conferencing software.
- 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 responses to emergency/ad-hoc requests.

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 are of highest standard and functioning correctly.
- Assist with first line fault repairs.
- Carry out all power down/up when required, usually involving out-of-hours overtime commitments.

General Duties

- Mentor other members of the team including Locums.
- Assist with the training of all technical team members.
- Advise clients on best practice.
- Provide regular feedback on communications issues and service improvements.
- Focus on service/operational issues for review.

Global Coordination

- Maintaining a good working relationship with global AV counterparts.
- Hold and attend regular 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