



Job Title: Flexible Support Technician

Location: London

Role Overview

The main purpose of the role is to provide full technical onsite support across our client sites in London. You will have exposure to a multitude of technologies in the Audio Visual and Videoconference arena and will be comfortable in working as a sole ambassador or in team environments

Key Responsibilities

- > Supply pre-planned and flexible operational cover on various sites based around London
- > Setup/operation of integrated events spaces including high profile auditorium based results presentations and town halls.
- > Videoconference/audio conference set-up and support
- > Manage all aspects of the Video Calls and scheduling full systems operational testing prior to any high-profile event
- > Prepare equipment for future events and meetings as required
- > Day to day BAU support of the AV / VC facilities including sound reinforcement, projection, lighting and web streaming
- > Responsible for all the meeting rooms/ AV equipment and support in other areas when required
- > Audio Visual support to other areas of the business when required.
- > To be very presentable and able to liaise with senior executives in a calm and professional manner at all times both face to face and via the telephone
- > Resolve any issues both face-to-face and remotely in a professional manner
- > Liaison with help desk & operations team to arrange backup support when required
- > Administration necessary to support the role utilizing Microsoft office applications, ticketing systems and room booking software.

Additional Skills

- > Knowledge of Audio Visual systems and technologies
- > Ability to work in a team in addition to being a sole technician responsible for a client site and at times the main client interface
- > To be an ambassador - approach and professionalism is extremely important
- > Excellent customer service skills with the ability to work calmly under pressure and resolve any issues quickly and professionally
- > To be presentable and able to liaise with senior executives in a calm and professional manner always both face to face and via the telephone
- > Required to work onsite shifts to meet requirements with a flexible approach ensuring out of hours events are also covered

Further Details

Salary: Dependant on experience
Reporting to: Operations Manager
Department: FM: Locums
Hours: Full-time, 40 hours per week, flexibility required

Contact

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