



Job Title: Field Service Engineer

Location: London

Role Overview

The main role is to sustain and develop excellent Customer relations whilst providing first class technical support for proAV's client accounts. As part of the role, you will be issued a company vehicle, fuel card and IT equipment with relevant software to carry out the necessary duties of your role.

Key Responsibilities

- > Maintain high levels of Customer Service through onsite attendance and remote technical support
- > Field service engineering work as required
- > Ensure fault resolution is to Client satisfaction; ensuring the commercial impact of the account is upheld and shall be responsible for the management of and timely updating of fault tickets.
- > Onsite Service Engineering covering client sites as required
- > Travelling to Client sites (including European travel if required)
- > Site and event coordination and support
- > Preventative Maintenance calls as required
- > Rotation of client sites as required
- > Site surveys
- > Small works installations, including handover to Client

Desirable Skills

- > Possess a good underpinning technical knowledge of Electronics and Audio-Visual Systems including Extron/Crestron/AMX control systems
- > Knowledge of terminating audio, video, CAT5/6 cabling
- > CSCS and ECS qualified

Additional Skills

- > Ability to plan and organise work
- > Ability to prioritize and work under pressure is essential
- > Competent to a high level of computer literacy
- > Able to work as part of a team
- > Good communication skills both verbal and written, being able to communicate with company executives to building contractors
- > Ability to work to the highest quality standards with attention to detail ensuring that we complete our work thoroughly, never walking away from a problem

Further Details

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

Contact

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