



---

**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

**Luke Adams**  
Human Resources

**e:** [recruitment@proAV.com](mailto:recruitment@proAV.com)

**t:** 01784 487000

