



Job Title: Senior AV Technician

Location: London

Role Overview

The main role is to manage all operational activity within the proAV contract based at client site and provide all technical support in a friendly and instructional manner. You will either be the single representative or be responsible for small team to ensure the client is fully supported with their AV technology and infrastructure.

Key Responsibilities

- > To act as the client focal point for all day to day operational issues relating to the AV service and events
- > Proactive daily equipment checks
- > Responsible for ensuring all faults are resolved, AV maintenance and proactive checks are managed
- > Effective liaison with the client onsite team / clients and all business heads in order to understand and deliver their goals, company visions and requirements
- > Monthly reporting when required
- > Updating documentation to support the install and any new directives set by the client
- > Assisting with Live Events in conjunction with the client events team, including full duration meeting support
- > Ensure PMV's are carried out in a timely and efficient manner
- > Client training and advisory on best practice
- > Management of AV consumable stock
- > Administration including rotas, timesheet of extra technicians, engineering worksheets
- > Ensure compliance with all Health and Safety legislation

Desirable Skills

- > Good technical knowledge of AV/VC technologies
- > Willing to undertake training and examinations to improve their technical knowledge

Additional Skills

- > Excellent verbal and written communication skills with a strong focus on customer interaction and support
- > Be enthusiastic and self-motivated
- > Be able to establish productive relationships with people at all levels
- > Have a positive and adaptable approach to problem solving
- > Ability to use own initiative appropriately
- > Customer focused and strong ability to deal with individuals on all levels in a friendly, welcoming and helpful manner

Further Details

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

Contact

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