

## JOB DESCRIPTION

<b>Job Title:</b>	<b>AV Maintenance Technician Lead</b>
<b>Salary:</b>	<b>Negotiable</b>
<b>Type:</b>	<b>Full-Time, Permanent</b>
<b>Department:</b>	<b>AV Support Services</b>
<b>Location:</b>	<b>High Wycombe, Buckinghamshire</b>
<b>Report to:</b>	<b>Global Programme Manager</b>
<b>Benefits:</b>	<b>Private Health Care</b>

### **Main Purpose of the Role**

The AV Maintenance Technician Lead is a split role and provides support and management of fully integrated Retail stores and onsite AV facilities and support to the regionally located resources.

The AVMT Lead is based on-site in a Client office and forms part of a Global VNOC based within Smartcomm HQ. This role reports to an offsite Global Programme Manager. (GPM)

His/her responsibilities generally include the remote troubleshooting of the Global Client AV estate, both retail and corporate. The AVMT must oversee operation and functional testing of all AV and integrated conference room components/equipment and act as the coordinator for onsite works that require out of hours' access. The AVMT works in cooperation with the Client's Audio Visual Technical Services (AVTS) team and work in partnership with 3<sup>rd</sup> parties, including AV specialists, in support of their equipment and users.

- Act as the regional point of escalation for all elements of AV
- Manage day-to-day activities with AV vendors/service providers in region.

At a minimum, the AVMT Lead will accomplish the following tasks as part of their responsibilities:

As team lead:

- Responsible resource allocation, conflict resolution, communication and the digestion and distributions of expectations
- Able to forge strong client relationships and functional cross departmental engagement building and managing key client, team and contractor relationships
- Adapting service to meet business trends
- Work with the Global Programme Manager to establish site and technician specific targets and objectives in conjunction with the AVTS
- Development, administration and change effective reporting of SLAs and KPIs to manage individual sites and the wider program
- Identify potential client saving costs

- Provide effective cross level functional engagement support
- Completing and co-ordinating out of hours to ensure outages have minimal effect to business
- Evaluating and documenting job performance
- Ensure best practice incident management, procedure utilisation, completeness of ticket logs and correct escalation paths.

As AVMT:

- 2<sup>nd</sup> line technical support for all retail spaces, conference rooms and all general AV equipment in store and onsite
- Working with the Regional Audio Visual Specialists (RAVS) to ensure optimal and effective support in region
- Acting as the escalation point for all Client AV issues globally
- In depth fault finding of audio visual equipment
- Configuring hardware in AV spaces
- Testing hardware for suitability of use in potential future projects
- Coordinating room tests and sign-offs for new installations
- Assisting and supporting on first days of business when a new Client store or office building opens
- Help drive internal projects
- Produce technical documentation to be shared with Client's global AV maintenance team
- Assist and support users, and the AVTS, in setting up for events
- Setup and teardown of all scheduled onsite meetings
- Daily system checks to insure equipment and room functionality
- Escalates all "next level" break fix issues to their manager and/or to AVTS
- Performs remote testing for local and regional Retail Spaces / Offices
- Monitoring tickets vs SLAs, ticket trends
- Provide technical expertise when dealing with incident reporters and the Client's Global Service Desk (GSD) on 1<sup>st</sup>/2<sup>nd</sup> line AV tickets, where they do not have the relevant knowledge to resolve. 3<sup>rd</sup> line tickets should be escalated to the AVTS or the RAVS
- Provide support to the regional IT teams on retail AV standards
- Contribute to the smooth delivery of all events in region (in stores events and corporate)
- Ensure all AV technology is maintained/serviced and working as per design.

<b>Required</b>  Successful candidate must demonstrate the following skills and experience:	<b>Desired</b>  Although not required, it would be an advantage to be able to demonstrate the following:
A full working knowledge of communications and Audio Visual systems and system components network applications is essential.	Solid foundation in providing exceptional customer service and support in a fast-paced AV/VC/IT environment
2 years' minimum experience in the testing, fault finding, servicing, maintenance or engineering and installation of electronic Audio Visual systems, or related field	Good working knowledge of Microsoft Excel and Powerpoint. Presentation of statistics and vital information
Experience of hosting Conference calls and presenting detailed updates to Senior customer stakeholders	
<p>To be considered for this position, please submit a copy of your current CV to <a href="mailto:info@smartcomm.co.uk">info@smartcomm.co.uk</a></p>	