

## JOB DESCRIPTION

### Onsite Service Engineer

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<b>Job Title:</b>	<b>Onsite Service Engineer</b>
<b>Salary:</b>	<b>Negotiable depending on experience</b>
<b>Type:</b>	<b>Full-Time, Permanent</b>
<b>Division:</b>	<b>Service &amp; Support Division</b>
<b>Location:</b>	<b>London</b>
<b>Report to:</b>	<b>Technical Service Manager</b>
<b>Benefits:</b>	<b>Private Health Care, Laptop and Smartphone</b>

#### Main Purpose of the Role

Working within the Service & Support Division, this exciting and diverse role is responsible for providing and arranging onsite support to our client at their premises. Does this sound like you, or someone you know? As an Onsite Service Engineer, you are the first line of support, backed up by our team of experts. You will be expected to deliver both proactive and reactive technical services for the client site. This encompasses diverse activities including managing the client's on-site AV portfolio, ad hoc repairs and ensuring the smooth running of client events. We are looking for someone with good interpersonal and organisational skills and who enjoys making a real difference in their role.

#### Main Responsibilities

- Managing the company's on-site Audio Visual portfolio; fault diagnosis, maintenance, testing and repair as required.
- All associated activities to ensure the smooth running of meetings and events – to include room set up, meet and greet
- Ensuring video conferencing systems, meetings and rooms run optimally
- Pro-active preventative maintenance
- Room checks prior to meetings and events – daily, weekly, monthly room checking schedule
- Monitoring and reporting on usage, progress and traffic across the AV networks
- Identify performance improvements and keep abreast of technological innovations and recommend to line management
- Be observant of applicable Health & safety regulations
- Ensure their work is of a high caliber
- Can create positive working relationships with colleagues and clients.
- Supervise meetings and events as required
- Possible flexi hours to support large events
- Pro-actively train and support end users
- To proactively liaise with and manage 3<sup>rd</sup> party relationships – warranties with supplier's
- Manage onsite consumables and spares
- Produce monthly reports based on KPI's to be issued to the client and discussed at quarterly review meetings
- Our onsite engineer will have full access to the Smartcomm support desk and technical resource
- The onsite will be provided with a mobile phone to allow contact during the working day

- Provide support to the client and the clients colleagues as necessary
- Minimize downtime of AV facilities
- Participating in AV installations and projects and subsequent service and maintenance duties.
- Identify opportunities for system/equipment upgrades and notify line manager
- Training end users and colleagues as appropriate