

JOB DESCRIPTION

Job Title: AV Service Desk Technician

Salary:	£ Market Rate
Type:	Full-Time, Permanent
Department:	Service & Support Division
Location:	High Wycombe
Report to:	Service Operations Manager

Main Purpose of the Role

This important role will suit a proactive, customer focused individual who has technical ability, experience with Audio Visual systems and client facing skills. As the first line of support for engineering issues, the AV Service Desk Technician is responsible for providing technical support to our clients, field engineering team, onsite engineer teams and office teams. The AV Service Desk Technician reports into the Service Operations Manager and is based out of our High Wycombe HQ.

Main Responsibilities

- 1) Provide Technical Telephone Support to our Engineers and advice to the Smartcomm Service Team.
- 2) Receive and make calls to customers, building good relationships with regular customers, showing empathy with them whilst applying a determined approach in finding a solution as quickly as possible.
- 3) Investigate reported faults, assess and advise with service engineers and team for follow up.
- 4) RMA process of supplier relationships for tech support, returns, repairs and specification of parts.
- 5) Daily audit of service equipment received in stores - for communication to engineering dispatch team to enable engineer visit to be booked promptly.
- 6) Assisting engineers on-site and engineer site call outs, on an ad-hoc basis when limited engineer availability requires extra on-site support.
- 7) Ensure that record keeping is at its best and up to date. Create a system to enter, store and easily access technical data.
- 8) Test return hardware from engineers. Assess if a firmware/software upgrade or repair is required, or if the equipment is to enter into the RMA process.
- 9) Regular review of engineer reports - highlighting actions required to engineer dispatch team.
- 10) Specifying replacement hardware.

- 11) Maintaining relationships between various departments and sharing best practice with colleagues.
- 12) Achieving KPI's and SLA's within the contracted customer/client timeframe.
- 13) Maintain an awareness of, and compliance with, the company's Quality, Environmental and Health and Safety policies

Qualification and Experience

We are looking for a person with proven Audio Visual and IT skills preferably in a service environment.

Key Skills & Achievements

Required	Desired
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following:
At least 2 years' experience in a Service Engineering role	Degree level education in a practical engineering degree
Prior experience in the Audio Visual and Technological industry	Have achieved some form of CEDIA accreditation
Proactive approach and able to react quickly and calmly to customer demands	Have achieved some form of Avixa
Ability to work well independently	Have achieved some form of Crestron and/or AMX accreditation
Must have an excellent understanding of integrated Audio-Visual systems, their maintenance requirements, and the software and hardware that comprise them.	
Attention to detail and methodical in record keeping with meticulous and proven organisational skills	
Home location to suit service area	
Manage your own work and travel time to meet deadlines and keep to daily schedule	
Physically able to complete our service duties which involve manual handling and a daily schedule across multiple sites.	
Full clean driving licence (minor points will be considered)	
Intermediate understanding of Crestron and AMX Programming. The ability to define a fault as hardware or software, able to make minor changes to service codes. e.g. – In the event of replacement hardware	

To be considered for this position, please submit a copy of your current CV to:
info@smartcomm.co.uk.