

## JOB DESCRIPTION

### Onsite Service Engineer

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

#### Main Purpose of the Role

Working with the Service & Support Division, you will be the dedicated Smartcomm Onsite Service Engineer providing support in situ at the client site. The role is interesting and varied and would suit a self-starter who is happy to take the lead, with the full back up, access and support from the Smartcomm in-house Service Desk and technical team. We are looking for someone with excellent customer facing skills to deliver a high quality, white glove service.

#### Main Responsibilities

- Managing the company's on-site Audio Visual portfolio: fault diagnosis, maintenance, testing, repair and tracking as required.
- All associated activities to ensure the smooth running of meetings and events – to include room set up, video-conferencing system set up and meet and greet
- Pro-active preventative maintenance
- Accurately collate and administer callout reports and asset registers for your client site and manage any offsite repairs and manufacturers ensuring works are completed within the limits of the Service Level Agreement
- Room checks prior to meetings and events – daily, weekly, monthly room checking schedule
- Monitor and report usage, progress and traffic across the AV networks
- Identify performance improvements and keep abreast of technological innovations. Identify opportunities and offer recommendations for system/equipment upgrades
- Be observant of applicable Health & safety regulations
- Ensure all work is of a high caliber
- Create positive working relationships with colleagues and clients.
- Supervise meetings and events as required
- To support large events, which may require flexi-hours
- To pro-actively train and support end users
- To proactively liaise with and manage 3rd party relationships e.g. warranties with suppliers
- Manage onsite consumables and spares
- Produce monthly reports based on KPI's to be issued to the client and discussed at quarterly review meetings
- Provide support to the client as necessary
- Minimize downtime of AV facilities
- Train end users and colleagues as appropriate

**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:
Proven experience in testing, fault finding, servicing, maintenance, engineering and installation of Audio Visual systems	Degree level education in a practical engineering degree
Must have an excellent understanding of integrated Audio Visual systems, their maintenance requirements, and the software and hardware that comprise them.	Have achieved some form of recognised qualification or accreditation in the AV (e.g. Avixa or CEDIA) or engineering field
Organised, flexible and proactive approach, with the ability to react quickly and calmly to customer demands	Full Driving Licence
Ability to work well independently and when under pressure	Have achieved some form of Crestron and/or AMX accreditation
Have a strong focus on quality of service and delivery	
Attention to detail and methodical in record keeping	
Proactive approach e.g. suggesting new equipment or processes to improve efficiency	
Ability to find an appropriate solution to meet a deadline	
Physically able to complete service duties which may involve manual handling of equipment	
Strong client facing skills and customer focus	
Knowledge of touch screen and web based programming and control technology	

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