

## JOB DESCRIPTION

### Preventative Maintenance Visit Engineer

**Job Title:** Preventative Maintenance Visit Engineer

**Salary:** Negotiable depending on experience

**Type:** Full-Time, Permanent

**Department:** Service Department

**Location:** Client Site

**Report to:** Service Delivery Operations Manager

**Benefits:**

- Private health care
- Pension
- Additional day's leave on your birthday
- Training opportunities

**Main Purpose of the Role**

As a Preventative Maintenance Visit Engineer, you will operate within the Smartcomm Service department. Your primary responsibility will be to conduct Preventative Maintenance Visits (PMV) for service-contracted customers.

**Main Responsibilities**

- **Asset Management:**
  - Check Asset Registers against installed equipment.
  - Create an Asset Register if one is not available.
  - Amend the Asset Register for any changes discovered during PMV Checks.
- **PMV Check Execution:**
  - Complete PMV Check Sheets and document any faults found.
  - Attempt to resolve faults; if unresolved, coordinate with the Service Support Team for a Service Engineer Callout.
  - Create PMV Check Sheets for new clients.
- **Systems Inspection:**
  - Verify System Schematics against installed equipment; report if schematics are missing.
  - Conduct visual inspections of Equipment Racks for loose connectors and damage.
  - Check for ventilation blockages, evidence of overheating, and inspect AV & Network cables for damage.

- **Maintenance Tasks:**
  - Clean equipment using appropriate materials (air dusters, brushes, non-solvent based cleaning fluids).
  - Ensure all system labelling and equipment marking is correct and consistent.
  - Inspect moving mounts/lifts for wear and tear, and clean, lubricate, or repair as necessary.
- **Cable Management:**
  - Organise cable tidying for Table or Floor Cubbies/Floor boxes.
- **Projector and Camera Checks:**
  - Assess Projector Image for correct display and record Projector Lamp Hours.
  - Test all system operations, including tielines, floor box inputs, and Control Panel functions.
  - Conduct camera tests (Pan, Tilt, Zoom, Focus) and clean camera lenses.
- **System Operations:**
  - Check the operation of routing matrices/switchers and signal paths.
  - Measure video system bandwidth where applicable.
  - Test VC system connectivity with external hosts and guests using Company Mobile if necessary.
- **Software and Firmware:**
  - Check the Software and Firmware status on all relevant equipment.
  - Note any outdated Firmware and follow up with the Tech Desk for updates.
- **Final Checks:**
  - Conduct final system checks and report back on findings.

#### **Proactive Engagement**

- Engage proactively with clients and address their needs during visits.
- Ensure a high level of customer satisfaction through effective maintenance and communication.

**This job description outlines the essential responsibilities and expectations for the Preventative Maintenance Visit Engineer role. Candidates should be detail-oriented and possess strong technical skills to ensure the proper functioning of equipment and systems.**

**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	Crestron fundamentals
Prior experience in the Audio Visual and Technological industry	Q-SYS level 1
Must have an excellent understanding of integrated Audio-Visual systems, their maintenance requirements, and the software and hardware that comprise them.	Have achieved some CEDIA accreditation
Attention to detail and methodical in record keeping with meticulous and proven organisational skills	Have achieved some InfoComm accreditation
Full clean driving licence (minor points will be considered)	Knowledge of Biamp, K-array, Poly systems

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