

Job Title : AV Support Engineer

Work Location – Sunbury on Thames, UK

Mode - Onsite

Employment Type – 1 Yr

No Sponsorship provided for this role

Job Description

Essential Duties and Responsibilities:

- Management of onsite AV Technical Management, including configuration & installation of AV devices, eg, Poly, Crestron, AMX, Cisco, Yealink, Logitech, Microsoft Teams
- Perform routine testing and problem diagnosis for projectors, microphones, speakers, amplifiers & LCD/Plasma Displays
- Perform preventative maintenance to resolve problem or identify resolution to appropriate vendor or manufacturer
- Coordinate with AV equipment OEMs for resolution/workarounds, when required
- Assist with company meetings/functions that require use of AV infrastructure (audio, video conferencing, webcasting, visual display or projection, and control system (AMX, Crestron) operations
- Interact with client Customer Help Desk ticketing system to respond to end user requests
- Setup and breakdown of all onsite meetings
- Daily system testing to ensure equipment and room functionality
- Responsible for escalating all “next level” break fix issues to their manager for resolution
- Perform remote testing for local and regional offices
- Polycom AV equipment management and configuration
- Videoconferencing experience including operation, call set-up and equipment
- Establishing and testing of individual and group VC sessions, i.e. meeting support, including consultation of users on best possible connection type

Skills and Abilities:

- Effective communication and interaction with employees, clients, and colleagues and the ability to work effectively with all levels of the organization
- Ensure operational availability of all dedicated audio visual and Video Production environments
- Ability to work and think independently and ensuring to meet deadlines
- Good Knowledge of Windows based devices
- Ability to balance multiple tasks with changing priorities
- Strong organizational skills and excellent attention to detail
- Excellent communication and interpersonal skills, both verbal and written
- Demonstrated customer service focus and client communication skills

If you are interested for above position kindly share your resume at hr@blupace.co.uk