

V AV Support Technician

Global Operations team: IT
Full time/Part time: Full Time
Location: London

About Eversheds Sutherland:

Eversheds Sutherland represents the combination of two firms with a shared culture and commitment to client service excellence. We are each known for our commercial awareness and industry knowledge and for providing innovative and tailored solution for every client.

As a full service law firm, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the USA providing legal advice to clients across its company commercial, human resources, litigation and dispute management, and real estate practices.

Overview

This is an excellent opening for an AV Support Technician, for a chance to work with a leading brand and learn lots on the job. Specialising in Audio Visual, Video Conferencing and Unified Communications solutions. We are currently looking for a talented, experienced and dynamic Support person. You will be working in close collaboration with our client, suppliers and other team members. This role would suit a professional looking to develop their career and earning potential. The successful candidate will benefit from an exciting and innovative working environment.

Key to this role is a fundamental understanding of AV technologies and an awareness of practical issues with both relevant hardware and software, network technology and troubleshooting. As this role is supporting technical and non-technical clients, you must have very strong communication skills and be able to work with a wide variety of people - professional engineers, senior management and end-users.

Roles and Responsibilities

- Conduct daily morning meeting room testing
- Set up and support meetings and conferences
- Hosting remote meeting and webinar, including set up and management of polling, Q&A and breakout rooms
- Event Support- preparation / rehearsals / live event management
- Provide 1st/2nd line troubleshooting for AV systems globally
- End-to-end management of all AV faults
- Working closely with Project Managers & Field Engineers to help resolve any service issues that arise
- Working closely with the wider business to ensure a seamless experience for the end user

Essential Skills

- Minimum of two years corporate experience
- Knowledge of in-room AV hardware, including but not limited to:
 - Microsoft Teams Rooms (Crestron, Polycom, Logitech)
 - Video Conferencing (Pexip) Rooms (Cisco, Polycom)

- o AV Peripherals – Shure, Q-SYS , Biamp, Nureva, AVer, Huddly, Crestron, Extron, Blackmagic, Yamaha
- Experience with video conferencing, unified communications, and collaboration platform:
 - o Microsoft Teams
 - o Zoom
 - o Webex
 - o vMix
- Knowledge of Digital Signage systems (Scala, TriplePlay)
- Knowledge of IPTV systems
- Experience building professional relationships with senior stakeholders
- Able to remain calm in high pressure situations and to conduct yourself in a professional manner at all times
- Able to work independently, be self-directed and communicate effectively
- Excellent time management, presentation and organisational skills