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.

With 69 offices across 34 countries worldwide, we have become one of the largest law firms in the world and a great place to work and develop your career.

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 and 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, innovative and fun 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.

Essential Skills and Responsibilities

- Excellent knowledge of virtual conferencing platforms, specifically Zoom and MS Teams, including:
    - An understanding of the differences between meetings and webinars
    - An understanding of the different roles within meeting/webinars
    - Live event management/participant management
    - Setting up and live management of breakout rooms
    - Live polling
    - Q&A
- A good knowledge of video conferencing hardware, platforms and control systems (Cisco, Polycom, Teams Rooms, Pexip, Crestron, Q-SYS)
- Ability to demonstrate outstanding technical/troubleshooting skills, both in-room and remotely
- Experience resolving technical incidents or providing workarounds where permanent resolutions are not immediately available
- Daily system monitoring to ensure equipment and room functionality

- Able to work independently, be self-directed, communicate effectively and make sound decisions to ensure customer satisfaction
- Experience of working alongside and building professional relationships with senior stakeholders
- Working closely with Project Managers & Field Engineers to help remedy any service issues that arise
- Assist with Field Engineers that require assistance with the installation of AV equipment/infrastructure
- The ability to remain calm in high pressure situations and to conduct yourself in a professional manner at all times
- Working closely with other teams/department to ensure a seamless user experience
- Strong digital literacy (Microsoft Word, Excel, Power Point)