

Job Description

Designation: AV Engineer

Responsible to: Technical Team Manager

Hours: Company standard working hours are 39 per week, however this post is outside of the 'normal' office hours and therefore the Company TOIL and Overtime policy applies to this role. Please refer to the policy for information,

Salary: £25 to £35k depending on qualifications and experience

Public-i are at the forefront of the Public Sector market providing AV, Webcasting and streaming solutions to help support, grow and pioneer democracy and social engagement.

We've built our reputation on this core product and the hardware, software, support, streaming and hosting service we now provide to over 100 clients throughout the UK. We also incorporate design, installation and integration of Audio systems to deliver and support the entire Audio and Visual solution.

The primary role of the AV Engineer is to undertake installation work of our webcasting equipment as well as supporting audio visual equipment or additional separate audio visual equipment at client sites. This is mainly a field-based role and as such a Company van is available for this role.

The purpose of the role is to ensure that installations are carried out to the highest level with minimal waste of project time and resource. A 'right first time' mentality to prevent return site visits is a must.

You will be required to undertake installation work in accordance with the project plan and schematics as provided by the in-house project team and the AV designer. You will also work to a confirmation of works document which you will generally have had input to.

Main Duties and Tasks

The position is within the Operations Team and reports to the Technical Team Manager.

- Assist and also act as lead Engineer on assigned jobs with the installation, testing and checking of AV and webcast systems
- Conduct pro-active Service Visits
- Conduct Service Repair visits in line with our SLA timeframes
- Checking and recording visit and installation information in our CRM and ensuring tickets within the system are updated on a regular basis.
- Rack building as required for the installations assigned to you and assisting when required from time to time with other installation rack builds.
- Update/ produce accurate documentation to reflect the as-built solution (eg.. System schematics/ IP tables) and upload to the CRM post installation
- Provide backup to the service desk to answer customer support enquiries when required
- Provide backup to the service desk for live stream monitoring when required.
- Carry out site surveys for our basic solution upgrades and new opportunities.

Skills

The role requires a range of skills, some of which are set out below:

- At least 4 years experience of AV installation and integration in both new and old buildings
- Experience of problem solving and troubleshooting of AV installations down to component level
- The ability to work on construction sites and understand 1st and 2nd line fix skills – you should also hold a current CSCS/ ECS card and associated health and safety qualifications.
- Experience of terminating and testing data, audio, video and control cables.
- Excellent soldering and crimping skills
- The ability to read wiring schematics, plans & elevation drawings
- An understanding of audio conferencing systems
- You will be able to prioritise a busy workload to ensure that customer issues are dealt with in the most appropriate way and escalated where necessary
- An excellent understanding of audio/ video signals and data/control protocols
- An excellent understanding of analogue and digital based systems