



Title: Video Editor and AV Services Technician

Location: London

Salary: TBC

Hours: Day shift (40 hour week)

Job Ref: 5285

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Are you a skilled **Video Editor / AV Services Technician**, looking to work within a corporate city firm? The successful candidate will have a proven track record of delivering comprehensive, efficient and error free service provision. Previous **practical experience in an AV or IT environment** is essential.

Candidate Responsibilities:

- **Liaise with customers and co-ordinating audio-visual presentation**, videoconferencing, sound system and IT training room requirements
- **Identify areas of improvement and achieve the optimum balance** and integration of service across the offices
- Provide **equipment support and preventative maintenance** of equipment
- **Presentation, videoconferencing, teleconferencing, media editing, recording and display of live events**
- **Manage equipment booking** using firm procedures
- Respond to incoming calls and/or emails regarding AV software
- Troubleshoot AV issues using the appropriate testing tools
- **Perform onsite analysis, diagnosis and resolution** of complex AV hardware problems
- **Handle incoming booking requests** for AV Equipment
- **Support the Video Production Specialist as required** to produce, dub, edit and copy all AV media
- **Develop effective customer relationships, acting as a key point of contact for all AC/VC requirements**
- Assess the Audio Visual Service performance, including regular client/customer feedback
- **Provide on-going training to internal staff** and assist with preparing training material

Candidate Requirements:

- **Previous practical experience in an AV or IT communications environment**
- Qualified to NVQ level 3/ ONC in relevant technical discipline
- Advanced **knowledge of WAN/LAN products**, together with management, support and installation experience of VPN services
- Solid understanding of **current telecommunications technology**
- **Must be IT literate to a high level**, numerate and possess excellent presentation skills
- Knowledge of desktop operating and telephone systems
- **Commitment to customer service**
- Able to communicate effectively at all levels

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