



Vega Technology (Europe) Limited
Units 1-3 The Bell Centre
Newton Road
Crawley
West Sussex RH10 9FZ

T. 0800 319 6094
E. info@vega-global.eu
W. www.vega-global.eu



Job Title: AV Onsite Service Engineer

Salary / Package: Dependent on experience

Location: South East

Job Type: Permanent, full time

The company: Established and headquartered in Hong Kong in 1986, the Vega Global Group now employs over 700 personnel. Vega has regional offices globally, with the UK office heading up the European division. In three decades, the company has expanded into a leading global AV/VC/UC solutions provider with over 6,000 clients. The portfolio includes Audiovisual, Video Conferencing, Digital Media Communications, Collaboration, Workspace Management, Skype for business integration & Voice. A turnkey support and maintenance provider, Vega serves all sectors as well as fortune 500 and large multinational firms. The Vega Global Group is an equal opportunities employer.

The Role

A knowledgeable and experienced AV onsite Service Engineer able to provide pro-active and re-active service and maintenance. You will have a good understanding and knowledge of current Audio Visual and Video Conferencing technology and have a strong customer focus understanding and supporting the needs of clients. You will be a pro-active team player who shares ideas and supports the wider team. You will join a company providing cutting-edge audio-visual solutions.

Main Purpose of Position

Pro-active and re-active Service and Maintenance of Audio Visual Equipment on customers' premises throughout UK and Europe.

Responsible for the safe and correct diagnosis of faults, removal, repair, test, implementation and operation of all aspects of audio visual, video conference, display and presentation technologies.

Main Job Tasks & Responsibilities

- Fault finding and fault resolution on AV Systems at customers' sites
- Preventative maintenance to AV equipment at our customers' sites.
- Repairs to equipment if possible or organisation for collection / delivery to our workshop.
- Create detailed reports after service visits, communicating on identified faults, actions taken and remedial action required, in a clear and concise manner
- Provide readily available telephone support in answering technical questions for equipment and systems.
- Responsible for ensuring that the equipment serviced is safe for use and that the quality of work carried out is of the highest standard.
- Liaise with other internal departments and clients
- Responsible for calibration and correct operation of test equipment.
- To provide accurate and detailed paperwork and reports to management on time.
- To ensure all work is performed to Company and Industry standards and that quality techniques are practiced.
- Provide a courteous, comprehensive and assistive service for all clients and their representatives.
- To work in compliance with the Company's safety manual with safety of self and others in mind at all times.

- Be proactive in suggesting new methods and techniques to improve efficiency.
- To perform any other actions and responsibilities as reasonably requested by company management.
- To ensure mandatory compliance with information security policies, standards and procedures.
- Assist with support for video / audio conferencing problems.

Experience & Qualifications

- Have a minimum of 2 years' practical experience in an Audio-Visual service role
- Have good technical knowledge of Audio Visual Systems with a technical background within the AV industry.
- Have a good knowledge of Video Conferencing, Video technologies, Audio DSP's and Crestron/AMX systems.
- Working Knowledge of VC Infrastructure
- Ability to read technical drawings
- Capable of testing, fault-finding and maintaining AV systems
- Solid foundation in providing exceptional customer service and support in a fast-paced AV/VC environment.
- Strong customer-focus and understanding of the sensitivities of working on a client's site.
- Be organised and flexible with the ability to approach different types of tasks during the working day.
- Being able to prioritise and work under pressure is essential.
- Be competent to a high level of computer literacy.
- Ability to think laterally finding an appropriate solution to fulfil an application.
- Capable of good communication skills both verbal and written, being able to communicate with company executives and clients.
- Able to work to the highest quality standards with attention to detail ensuring that we complete our work thoroughly, never walking away from a problem.
- Represents the Company in a professional and courteous manner
- Always presents a positive image to the customer and understands their needs.
- Ensures that all aspects of work are completed to the highest standard.
- Possess a current passport with at least 12 months' validity.
- Possess a full, clean driving licence.
- Holding current industry or manufacturer certifications are an advantage

