



SERVICE DESK ENGINEER

pure av
integrated audio visual solutions

ABOUT THE ROLE

Pure Audio Visual Ltd is an award-winning audio visual (AV) integrator based in the North West of England. Following a sustained period of successful growth and increased demand for our services, we are looking to recruit new talent into the organisation.

We have an opportunity for an experienced **Service Desk Engineer** to join our Service team. Based out of our Head Office, the role will see the successful candidate working both independently and as part of a busy team delivering audio visual support to clients in sectors which include universities, museums, hotels, healthcare, sports stadia, public sector and the corporate sector.

The successful candidate must have experience in the AV industry. You will have knowledge and experience in integrated audio-visual systems with the ability to fault find.

MAIN DUTIES

Reporting into the Support Manager duties will include, but are not limited to:

- Assist with incoming service calls & deal with enquiries/product faults.
- Review client requests & allocate works to field service engineers.
- Able to provide 1st, 2nd & 3rd line support.
- Schedule engineer call outs to site.
- Schedule planned preventative maintenance visits.
- Monitor client's assets and provide asset management and outstanding work reports as and when required.
- Liaise with suppliers to ensure timely procurement of repaired/replacement parts and equipment.
- Maintain and update ticketing platform.

Essential skills for the role include:

- Technical knowledge of AV/VC integrated systems.
- Experience in 1st, 2nd & 3rd line support.
- Strong Customer service skills.
- Excellent telephone manner.

Desirable skills for the role include:

- Networking knowledge.
- AV over IP systems.
- Control systems such as Crestron, Extron & AMX.
- CTS.
- CCNA.

This is a fantastic opportunity to join a well-respected, friendly and progressive company which offers great opportunities to build a career and progress. Package is dependent on experience.

ABOUT PURE AV

Preston based integrator Pure Audio Visual Ltd provides audio visual services including design, programming, installation and support to clients across the UK and Europe.

Named in 2020 as Integrator of the Year in the prestigious AV News Awards; the company is recognised as a leader within its field. Examples of the work that earned Pure AV the title can be seen in action at Universities, businesses and public institutions across the country. These solutions help people to harness technology to work, communicate and collaborate more effectively.

Employing over 50 staff across two office locations (Preston and Halifax), we continue to invest in the ongoing development of the organisation. For more information about what we do, please visit www.pureav.co.uk.

HOW TO APPLY

To apply, please send your CV and covering letter to Ashley Walsh at a.walsh@pureav.co.uk.