



Job Specification: Audiovisual Service Team Manager

Area:	Central London / Greater London
Office Location:	Old Street
Contract:	Full time, permanent
Salary:	£50,000 - £55,000 p.a. dependent on skills / experience
Benefits:	Paid overtime, laptop, tools, mobile phone and pension plan; hybrid working

The Organisation:

Crossover is one of the UK's leading AV systems integrators. We design, supply, and install a very wide range of audio & audiovisual systems for many types of commercial organisations, across lots of market sectors (corporate offices / leisure & entertainment / public / retail). Our work includes technically innovative, bespoke and large-scale AV projects for high-profile clients, such as the BBC, NHS, well-known retail and high-end fitness brands, hotels, showrooms and many more. We're based out of Old Street, in the heart of London's Tech sector, and the majority of our work is in Central London, although we deliver projects across the UK, and consultancy across the globe.

Our hard-working team pride themselves on attention to detail, a highly collaborative attitude and fostering a supportive, close-knit work environment with no egos or 'blame culture'. We're a dynamic company that values the opinions and ideas of all staff; we are constantly moving forward, and looking for like-minded team players who want to be a part of building something special. Perhaps above all, our team is made up of supportive, kind people that genuinely care about the work, and their colleagues, both personally and professionally.

The Opportunity:

Due to continued success in growing our existing client base, and an increasing number of AV service & maintenance contracts, we are seeking to recruit an AV Service Manager with a proven track record in this field. You will be key member of a team delivering and supporting the operation of industry-leading audio and audiovisual systems installations across Central London, and occasionally elsewhere in the UK.

You will use your technical proficiency with a range of AV systems and related technologies to fault find problems with complex AV systems. You will provide clear communications to clients during remote support, and be able to fix problems 'hands on' on site, liaising with manufacturer support teams or distributors where necessary.

Working as AV Service Manager you will be highly-skilled at client-facing interactions, in person and over the phone / email. As a 'front-line' operative for the company, your careful attention to customer support needs and technical skills will play a key role in earning Crossover repeat business and word-of-mouth recommendations.

You will consistently research and undertake training on AV equipment and technology, put this knowledge into practise in the field, and share your learnings with the team.

Detailed Job Description:

Core responsibilities

- Managing the delivery of AV support for multiple clients, in particular customers with on-going support agreements in place, taking ultimate responsibility for the resolution of technical issues and client satisfaction
- Growing the service side of the business which is in its early stages as compared to the maturity of the business as a whole
- researching and implementing new software and processes to improve the administration and sales sides of the support activities
- Providing exemplary customer service and building client relationships
- Delegating work to and supervising AV engineers, both remote and on site
- Scheduling service visits and ad hoc callouts, in line with service level agreements
- Handling technical support escalations: liaising with manufacturer support teams
- Ensuring accurate documentation of the support team's activities; callouts and best practises
- Selling support services in conjunction with the commercial and design team: pricing support agreements and renewals. Tailoring existing documents/templates for specific contract proposal submissions, at pre-sales stage.
- Site surveys where relevant to support contract sales
- Delivering or guiding training for support team on customer service and relevant technical AV
- Developing junior AV engineers and contributing to career development plans
- Contributing to the strategic technical direction of the business, in terms of products / brands and best practises

Technical skills

- Technical knowledge of AV systems including sound systems and DSP, video switching and transmission, videoconferencing, display and projection, digital signage and effects lighting.
- Windows and Mac OS
- AV / IT Networking
- Product knowledge for leading AV / VC manufacturers, such as Extron, Crestron, QSYS, Shure, Logitech
- Videoconferencing platforms – Microsoft Teams Rooms, Zoom Rooms, Cisco Webex
- Audio DSP programming e.g. BSS, QSYS, Shure
- Remote and on-site technical support experience

Main Duties

Fault-finding and technical resolution of a range of AV-related problems with audio, video, control and network equipment, working both on site and providing remote assistance.

To take ownership of a number of support requests / issues, and to be able to prioritize your work according to the urgency / severity of the problems.

Successful client handling during the technical support process. Representing Crossover as a high-end provider of AV services with a professional, courteous and knowledgeable demeanour.

To drive the sales of on-going AV service and maintenance contracts and installation projects through excellent support work and client handling.

Performing scheduled maintenance visits, completing maintenance reports and working with others in our team to recommend improvements where relevant.

Providing advice and information to colleagues in the support team, collaborating on a range of AV support issues, and working on best practises.

To communicate effectively to peers, management and customers. This includes providing sufficiently accurate and detailed reports for support visits undertaken.

Feedback to systems design team regarding products and design, and any other lessons learned during site work.

Attend training courses and trade shows, and undertake self-directed research, to improve product knowledge, and disseminate learnings to the wider team.

To assist in scoping small works for existing clients, such as specifying equipment needed for events, or AV systems upgrades.

The development of junior audiovisual engineers.

Skills, Knowledge and Experience:

To apply, you must have:

- ✓ Skills and experience that make you proficient in fault-finding and resolving issues with modern audio, videoconferencing, video and control systems.
- ✓ A proven track record in field-based audiovisual support tasks, maintenance and operation.
- ✓ IT and IT networking knowledge; an understanding of AV systems' integration with existing IT systems is essential, and being comfortable using a range of computer software.
- ✓ Full UK working rights.

You would ideally have:

- ✓ Worked as a senior AV support engineer / service manager with corporate/commercial clients, both on site and remotely.
- ✓ The ability and presence to liaise with clients at all levels, and third parties such as distributors and manufacturers.
- ✓ Technical proficiency in sound engineering, audio processing and signal flow.
- ✓ A selection of current, relevant industry manufacturer accreditations. e.g. CTS, Dante
- ✓ Familiarity with platforms such as QSYS, BSS, training on products by Crestron, Extron and Shure.
- ✓ Knowledge of videoconferencing platforms such as Teams, Zoom and Webex, and videoconferencing hardware from manufacturers such as Logitech, Poly, Cisco and Crestron.
- ✓ Residence within Greater London.

Career Development:

Crossover is a dynamic business, operating within a healthy and growing industry sector, and we offer huge opportunities for personal development and for career progression. There is scope to develop as per your strengths and interests, and to play an influential role in shaping the growth of the company.

How To Apply:

Please send a full detailed CV including references, and a covering letter explaining why you would be suited to this role. Please apply via email only. Please state when you would be available to start full-time employment. You must be living and working in the UK legally.

recruitment@crossover-av.com