AV SUPPORT ENGINEER – PUNE INDIA ONSITE OPPORTUNITY

Blupace is a world-class IT development company that strives to improve its processes constantly. The company has been in business since 2008 and employs over 160+ people in more than 4 countries. Blupace provides innovative software solutions for businesses of all sizes, with a focus on Web & Mob Applications, e-commerce websites, data & Analytics, Field services and more. We are passionate about developing innovative technology solutions that make a difference. We have the expertise and experience to provide custom-tailored solutions for your business, whatever your field may be. Our team is dedicated to providing you with the best possible service, and we are always looking for new ways to improve our products and services.

Company: Blupace
Role: AV Support Engineer - Onsite Opportunity
Where you'll be working:
Job Location: Gera Commer Zone Kharadi, Pune - 412207
Timings: Working Hrs: 08.00 am – 05.00 pm Mon - Fri IST Time zone.
Exp: 3-5 yrs

Job Summary

This vacancy is for an onsite AV support engineer based at our client's sites covering London and the South-East. This role is client facing so strong stakeholder skills are required and you will be a point of contact for the AV team. You will have a deep technical understanding of digital and analogue audio and video signal processing standards and protocols, and familiarity with the AV engineering disciplines associated with complex environments such as auditoria, boardrooms, flexible presentation spaces, and AV equipped meeting rooms.
Essential Duties and Responsibilities:

- AV device management, including configuration & installation of AV devices, e.g., Poly, Crestron, AMX, Cisco, Yealink, Logitech, and Microsoft Teams Solutions
- Perform routine testing and problem diagnosis for projectors, microphones, speakers, amplifiers & LCD/Plasma Displays
- Perform preventative maintenance to resolve problems or identify resolution to appropriate vendor or manufacturer
- Coordinate with AV equipment OEMs for resolution/workarounds, when required
- Assist with company meetings/functions that require use of AV infrastructure (audio, video conferencing, webcasting, visual display or projection, and control system (AMX, Crestron) operations
- Manage ticket queue to respond to user requests
- Setup and breakdown of all onsite meetings
- Daily system testing to ensure equipment and room functionality
- Perform remote testing for local and regional offices
- Videoconferencing experience including operation, call set-up and equipment
- Establishing and testing of individual and group VC sessions, i.e., meeting support, including consultation of users on best connection type
- Skills and Abilities:
- Effective communication with peers, customers, and colleagues across the business
- Ensure operational availability of all dedicated AV and Video Production environments
- Ability to work autonomously and think independently
- Good knowledge of Windows based devices
- Ability to balance multiple tasks and meet deadlines with changing priorities

- Strong organizational skills and excellent attention to detail
- Excellent communication and interpersonal skills, both verbal and written
- Demonstrated customer service focus and client communication skills
- Ability to work from different office locations in London and the South-East when required
- White glove support for VIP meetings and events

Expertise

- 3+ years' experience of AV support in a corporate environment
- High level of experience with Microsoft Teams and O365 integration
- CCNA Video, CCNA Routing & switching is desirable
- Certification from respected vendors, Poly, Crestron (CTS), AMX, Cisco, Microsoft is desirable