Service Engineer at AT&C Professional Systems Ltd

Required Start Date – February 2022
Location – London Office, Swiss Cottage, NW6
Reporting to – Technical Director
Salary – TBC

AT&C Professional Systems Ltd are a leading Audio-Visual Systems Integrator with over 30 years' experience in the industry. We design, supply and install some of the most innovative and sophisticated audio visual, lighting and environmental control solutions for Europe's leading Hotel, Corporate, Restaurant and Retail Operators, and for some of the UK's most desirable Homes.

The Service Engineer role will be part of the AT&C Service team located from the office in Swiss Cottage. AT&C's service contracts range from 5* hotel meeting rooms and guest bedrooms, home automation, video walls and boardrooms as well as background music systems in bars and restaurants. The service engineer role will involve servicing, supporting and maintaining our clients systems both remotely and on site.

The Role
- Technical onsite and off-site support
- Attending service calls daily and as required
- Regular maintenance visits to support our clients
- Testing and reporting back any issues with the system
- Occasional out of hours support (this will be prearranged)
- Effective use of Zendesk ticketing system to liaise with clients and internal staff
- Installation of small projects which are service drive
- Liaising with internal team to ensure delivery of goods for service projects
- Attending training with specific manufacturers as required
- Capturing software codes on server
- Product development and research
- Continued professional development; attending training with specific manufactures and suppliers as and when organised and required

There may also be the requirement in other areas of the business

- Assisting Project Managers as and when required
- Assisting Sales and Pre-sales as and when required
- Checking quotations
- Proofing designs

- Carrying out site surveys
- Making up engineering resources on site if needed and available

Required Skills and Experience
- Excellent technical knowledge of variety of AV equipment
- Excellent technical knowledge of networking
- Experience in installation to allow fault finding and ensure standards
- Experience in DSP programming, ideally BSS and QSys
- Experience in EQ'ing audio systems
- Experience in configuring video conferencing systems
- Experience in configuring video distribution systems
- Experience in aligning projectors
- Experience in configuring digital signage systems
- Experience in configuring room booking systems
- Experience in uploading control system code and working alongside specialist programmers
- Experience in Extron control system programming would be a bonus
- Good communication skills, both verbally and in writing
- Organised, efficient, and able to demonstrate methods used
- Competent with Microsoft Office
- Competent to work with clients and other stakeholders directly
- Able to support and mentor colleagues
- Great team player
- Ability to problem solve and come up with a concise solution
- AV accredited training; Cedia/Avixa, BSS, Crestron, Extron, Polycom, QSys, - not mandatory but a bonus