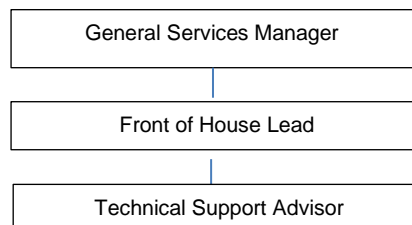


Function:	Audio Visual / Guest Services
Job:	Technical Support / Guest Services
Position:	Technical Support Advisor
Immediate manager (N+1 Job title and name):	General Services Manager
Additional reporting line to:	Front of House Lead
Position location:	Zurich

1. Purpose of the Job – State concisely the aim of the job.

To provide knowledge and a good understanding of Conferencing solutions, Audio Visual Systems and their related technical fundamentals. Your role is to ensure that you provide the highest level of client care and personal service to all stakeholders in the client's business which includes visitors, clients and internal stakeholders. We don't just offer a great welcome, we take care of all the little things that make a real difference to the experiences people have. The foundation of our culture is to build trusted partnerships with our people and our clients.

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Provision of noncomplex/small office technical support items to include but not limited to the swapping out of mice or keyboards that are faulty and supporting people in using the Desk booking app., or any other agreed workplace app.
- Provision of day-to-day AV support across the site.
- Provide audio visual support to all meetings including: setting up and clearing away of laptops, screens, video conferences, camera equipment, microphones and other equipment in a timely manner
- Troubleshoot with AV equipment
- Move room furniture to accommodate requirements of meetings and events when required
- Networking with other Zurich offices to seek their support and solutions
- Provide AV Support (Mon-Fri) based on 40 hours working week on a rotating shift basis

- Occasional flexibility in working hours Monday to Friday specific early or late meetings or events i.e. Exec town halls etc.
- Subject to AV operation you will be flexible with shift patterns before and after hours when needed to support the business needs
- Providing AV support for meetings, conferences, townhalls and any other large VIP events
- Liaising and attending events meetings with the receptionist / events coordinator and hospitality team to ensure a smooth running AV service throughout the duration of the event
- Basic level of IT support to be defined i.e. work mobile phone issues, password reset, desktop kit connectivity issues
- Work and liaise with on site DXC IT teams and Zurich IT teams to follow any existing processes in place in relation to issues tickets being raised and resolved.
- Support and understand IT feedback forms
- Management of the AV mailbox.
- Liaise with external clients and associated teams to ensure first-class AV Meeting support and delivery
- Liaise with internal clients to consolidate their meeting requirements and complete job allocation reports, scheduling and delivering support accordingly.
- Act as a point of contact on site for the UK CREWS Audio Visual Consultant - for any audio visual and room booking panel faults/queries
- Creation, maintenance and adherence to procedures relevant to the AV Team.
- Deal with day to day administrative duties and any ad hoc duties as required.
- Be fully conversant with H&S and First Aid procedures onsite.
- Have an overview of all AV meetings onsite, ensuring a consistent standard is maintained and that all processes are routinely followed.
- Liaise and arrange internal and external video and telephone conferences
- Manage day to day room set ups for meetings and large events
- Ensure that any messages are passed onto visitors/clients as necessary
- Take responsibility for event /meeting room client queries as and when required and liaise with on site Sodexo team for resolution. i.e. queries on timings for refreshments
- Morning checks of AV in meeting rooms with priority given to boardrooms, large events space where rooms are scheduled to be used for day events, to ensure the room are presentable, including restocking stationary as necessary
- Report any faults/ cleaning requests to the facilities helpdesk when necessary in a prompt and efficient manner
- Handle internal calls in a professional manner.
- Assist with collating any information/data for reports and ad-hoc documentation to ensure that the client/facilities management team receive appropriate information in a timely manner
- Update SOP guides with new procedures when relevant
- Complete verbal and written handovers for other team members when starting ending a shift/starting ending a break period
- Attend team meetings throughout the year to receive updates on: new procedures, Sodexo/client news and the overall vision of the Sodexo contract
- Make and manage room reservations, ensuring the correct information is detailed including pricing plans. Update and review bookings where necessary to ensure they are most accurate and provide the best experience to the client
- Be aware of H&S legislation and be security conscious at all times

5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Every guest that enter reception/meeting room leave feeling they received a warm welcome and farewell they were assisted throughout their journey within the building.
- Monitoring AV inbox for any meeting room, last minute requests and day to day operation to ensure we are able to assist and solve any requests within a timely manner

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Expert in field of audio visual (AV) technology
- Intermediate expert in device connectivity to wifi and AV
- Engages easily with others and builds genuine rapport
- Attention to detail
- Drive and ability to comply to high standards
- Flexible and adaptable to team and client needs
- Ability to prioritise workload effectively and meeting deadlines when required
- Confident, enthusiastic and motivated to provide the best client service
- Ability to think “on the spot” in urgent situations
- Ability to provide innovative ideas in order to enhance service
- Checkable AV operational experience
- Able to direct, lead, motivate and develop team members.
- Excellent telephone techniques and manner.
- Excellent communications skills.
- Ability to provide working standards to the highest specification within a corporate site.
- Excellent computer skills and the ability to learn new software, systems and operational

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

• Growth, Client & Customer Satisfaction / Quality of Services provided/ Audio Visual	• Rigorous management of results
• Brand Notoriety	• Employee Engagement
• Learning & Development	

8. Management Approval – To be completed by document owner

Version	1.0	Date	08.07.20
Document Owner	Hilary Friel		