Job Description

Job Title:	AV Support Technician
Department:	Brit Technology & Data

Technology at Brit

Brit has a leadership position at Lloyd's, the most well-known insurance market in the world. Leadership and Innovation are at the heart of Brit's passion for "writing the future." And that means at brit, we write the risks so our customers can face the future fearlessly.

Our goal is to attract and retain the best talent in the market and empower those individuals to innovate, and champion the strategic objectives within the business. Our technology and data teams have led some of the most noteworthy developments in the London market:

➢ Ki, the markets first fully digital and algorithmically driven Lloyd's of London syndicate offering instant capacity, accessible anywhere, at any time, powered by Google cloud.

➢ Brit Direct Pay, a customer-focused claims Fintech solution that allows Brit's to make claims payments instantly, direct to card, a solution that no other Lloyd's insurer offers.

➢ And most recently, the creation of a proprietary machine learning algorithm designed to accelerate the identification of post catastrophe property damage, based on the use of ultra-high-resolution imagery, allows Brit to accelerate service to its customers when they need it most.

We value continuous learning & exploration, encouraging our engineers to constantly evolve and take advantage of the best-in-class technology & tooling.

If you have the drive to work in a flexible, fun, passionate Technology and Data team we would love to hear from you!

Purpose of the Job

In this role you will be responsible for supporting the use of Microsoft Teams and related Audio Visual components (TVs, Cameras, Microphones) on our 39th and 40th Floors of the Leadenhall Building.

You will engage primarily with our front of house team, but should be comfortable in liaising with both internal and external customers.

Principal Accountabilities

- Single Point of Contact for our front of house team as well as other Brit Group staff on the 39th and 40th floor in response to AV / Teams meeting enquiries and issues.
- Provide support in addition to that of our End User Services team in the case of bigger organised events (Townhalls / hybrid Team events etc)
- Ensure Operational availability of allocated event spaces and meetings rooms.
- Carrying out regular and pre-event equipment checks.
- Advice and respond to Client issues during and execution of event and meetings
- Perform L1 incident management and Escalate to L2 Incident when necessary.

- Participate in on-going development of operating procedures, processes, and problem management activities.
- To Provide on-site connection, troubleshoot and maintenance of VC units

Regulatory Conduct Rules

1. Act with integrity.

2. Act with due skill, care and diligence.

3. Be open and co-operative with Lloyd's, the FCA, the PRA, and other regulators.

4. Pay due regard to the interests of customers and treat them fairly.

5. Observe proper standards of market conduct.

Education, Qualifications, Knowledge, Skills and Experience

- Previous practical experience in an AV or IT/communications environment.
- While the focus is in enabling and support meeting setup and smooth running it is beneficial to have awareness of broader client desktop support (Windows / Apple devices).
- Understanding and technical competence of current telecommunications technology (in particular Microsoft Teams), with specific reference to VoIP and unified messaging technologies
- Knowledge of desktop operating systems
- Technical understanding and ability to fault find and problem solve various types of video conferencing and general AV hardware/kit in meeting rooms

As a term of your employment, you may be required to undertake such other duties as may reasonably be required of you in the post and department mentioned above.

Signed by the candidate...

Name................................... Dated................................