

Job Title: Audio/Visual Specialist

Reports to: Network Manager

Office: Boston

Status: Non-exempt

The Audio Visual Specialist will provide customer service support and technical assistance to all users of the Brown Rudnick audio visual system in all sites. This position works closely with client services, office managers and IT and handles first level support and inquiries. This position requires the highest level of customer service and competence to include immediate resolution or escalation of any AV related problems.

Responsibilities:

- Provide support/monitoring and take ownership of the video and audio services offered to employees and clients/visitors of the Firm.
- Maintain all audio-visual equipment, projectors, video conference equipment, conference room laptops and phones, sound systems, cameras, microphones.
- Schedule and initiate video conferences and services within the firm and to external sites. Communicate needs and changes to internal team members in all sites and outside bridging services. Facilitate meetings using web conferencing technology for small and large groups across multiple time zones and offices.
- Provide support for video initiatives using Web meeting products such as WebEx, Skype, Acano and other live streaming/on demand solutions.
- Remain in constant contact with Office Managers and/or site specific IT staff to collect input on conferencing services and issues effecting performance and support. Take immediate and decisive action on reported issues.
- Review Libris entries daily to insure that any changes to conference scheduling are accounted for and schedule adjusted appropriately.
- Provide written and in person instruction to IT and Client Services staff on use of equipment and services as appropriate.
- Respond to requests from HelpDesk, other team members and Managers.
- Inspect equipment and rooms for damage, cleanliness and document issues that need addressing.

- Prepare conference room equipment for use in presentation situations. Coordinate delivery of presentations from presenters, set up equipment, and prepare presentations for viewing.

Qualifications:

- Professional demeanor, customer first approach with the ability to remain poised under pressure but display true ownership and commitment to our customers through the video and audio conferencing function. Remaining effective and decisive under any circumstances are the defining characteristics of the individual in this position.
- Associates Degree or a minimum of four years of experience working with video conferencing equipment in a professional environment. Direct interaction with users as well as extensive hands on interaction with hardware required.
- Strong documentation and troubleshooting skills, as well as the ability to create and nurture effective vendor relationships.
- Tandberg equipment experience preferred as well as IP call connection and troubleshooting.
- Exposure to desktop and mobile device video clients and cloud-based video bridging a plus.

Brown Rudnick is an Equal Opportunity Employer