

Position Description

KING & WOOD
MALLESONS
金杜律师事务所

Position Title:	Audio Visual Support Officer
Supervising Manager:	Technology Service Desk Manager
Practice Group / Shared Services Team:	Technology
Centre	Sydney
Date Created / Last Edited:	April 2019

Working. Respect. Together

King & Wood Mallesons is committed to creating an inclusive, fair and respectful culture. We require all partners and staff to contribute to a safe working environment which is free from unlawful discrimination and/or harassment. We also require partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

We acknowledge, understand, accept and value differences among all our people. This may relate to age, marital status, ethnicity, carer's status, gender, physical and mental disability, sexual orientation, gender identity, gender expression, spiritual practice or religious belief, for example.

We recognise the importance of reconciliation with Aboriginal and Torres Strait Islander peoples and pay our respects to them as the traditional owners of country.

Position Summary

To provide high quality technical support to all King & Wood Mallesons Partners and staff.

As an Audio Visual Support Officer, forming part of the Technology Service Desk team, you are the first port of call for any customer enquiries and problems relating to Audio Visual. Support is given both over the phone and in person. This is a highly customer service focused environment. Understanding and adoption of ITIL processes is required.

You also have responsibility for the daily operations of the audio visual service and video conferencing service, predominantly on the client floors. You will be required to provide high quality support to our internal and external clients.

The role also has administrative and procedural responsibilities.

Your Key Responsibilities

Audio Visual Operations

- Providing an excellent audio visual and video conferencing service
- Developing, implementing and driving efficient and effective audio visual processes
- Assisting as required with the installation, set up, monitoring and maintenance of all audio visual environment across the Australian KWM offices
- Providing guidance and support to Partners and Staff on any AV or VC enquiries and providing solutions as required
- Assisting Partners & Staff with the scheduling of all King & Wood Mallesons video conferences using the relevant management software
- The setting up of conference rooms with the required equipment
- Configuring and setting up presentations for meetings, workshops, conferences, including conference phones, flipcharts and whiteboards

- Assisting Partners & Staff with the recording and co-ordinating of audio visual and video conferencing requests
- Liaising with clients to ensure their needs are viable, understood and fully met
- Coordinating multi-site, and International, video conferencing and audio conferencing
- Media replication and streaming; both in-house and coordinating the service via external suppliers
- Coordinating the operation of audio visual requirements for offsite conferences
- Maintaining stock and equipment
- Placing service calls on AV equipment
- Assisting with any other general tasks conducted by the overall team servicing the conference rooms floors

Liaison with local Partners and staff

- Develops strong relationships with Partners and staff and seeks to understand the firms business and uses this to identify unique ways of creating value
- Collates and manages customer service feedback from Partners and staff to investigate and improve processes and solutions as necessary and communicate to clients and team as required

Hours of work are Monday to Friday - rotating shifts between 7.00am to 7.30pm

There may be a requirement from time to time to assist with projects which entail work on weekends or outside of normal rostered hours; time in lieu is offered for this type of work.

Your Key Relationships

- All Partners and staff
- Audio Visual Manager
- Technology Managers
- National Shared services staff
- Technology group

Capabilities

Our Capability Framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

To succeed in this position the following capabilities are to be achieved:

People

- Respectful and supportive interactions that lead to firm high performance
- Building effective teams by empowering and coaching people
- Leading through collaboration and accountability

Clients

- Consistently delivering superior client service
- Becoming a trusted advisor through deep understanding of the client
- Building strong and enduring client relationships
- Adapting flexibly to a changing environment to meet client needs

Firm

- Application of technical knowledge to advance the client's commercial objectives
- Development of legal and industry/sector expertise
- Effective practice and project management
- Building your professional reputation
- Achieving financial and cost targets
- Commitment to continuous improvement through innovation

- Applying business acumen in pursuit of opportunities for the firm and clients
- Effective workload and project management

Financial

- Applying business acumen in delivery of service to clients
- Achieving business, project and budget goals
- Commitment to continuous improvement through innovation

Skills and Attributes

- 2-3 years' Experience in an audio visual environment
- Attainment of or progression towards ITIL Foundation certification
- Proven ability to clarify, priorities, and resolve technical issues in a Windows 7 or Windows 8 and Office 2013 environment.
- Excellent communication skills
- Excellent customer service and people skills
- Understanding of network topology
- Configuring, maintaining, and troubleshoot VOIP telephone handsets.
- Effective troubleshooting skills
- The ability to be flexible, innovative, resourceful and self-motivated, and be able to learn on the job
- A high level of organisational skills
- A professional manner
- The ability to work in a local and national team environment

Our Vision and Values

Our global vision...

'To create a unified top tier global law firm headquartered in Asia'

Across our global firm we have values that guide us and that we aspire to live up to...

Client centric
Dynamic and entrepreneurial
One team. One firm
Excellence and innovation
Stewardship
Global Perspective

...these are the same whichever part of the firm you working, in all countries.

As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. It provides an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/manager as part of KWM's performance evaluation, development and progression processes.