

# AV technician

IT Services, London

# About Winston Taylor

## Shoulder to shoulder in your breakthrough moments.

Winston Taylor is a transatlantic law firm built for the businesses, people, and markets driving capital and innovation.

Whether you're leading the way, disrupting an industry, entering a new phase of growth, or launching a defining product—we're in the room with you. In the action. Sleeves rolled up.

Embedded in your business and sharing your ambition, we take the work personally. Shaping what we do and how we do it around your goals and needs, always one step ahead of the moment.

With a rich history spanning both sides of the Atlantic, we are present in the major commercial centers that matter to our clients: the U.S., the U.K., Europe, Latin America, and the Middle East. Combining scale with the speed clients demand, our defining capabilities include Major Litigation, Critical Transactions, Strategic IP, and Private Wealth.

Our team of over 1,400 lawyers works hand-in-hand across markets, sectors, practice areas, and client teams. All-in problem solvers, we bring the creativity to think differently, and the pragmatism to get things done when it counts the most.

We're fluent in your world, with deep legal experience, rich sector knowledge, and active networks. Because in your business's most critical moments, you don't just need legal know-how. You need people who are deeply part of your world and ahead of where it's going.

# The opportunity for you

## Position summary

We have an exciting opportunity for an AV technician to join the IT team in our London office. The role will primarily be focused providing high quality, customer-focused support for our AV and meeting room technologies. The candidate should be able to deliver confident, professional interactions with clients and high-profile employees and partners while ensuring the smooth setup, maintenance and problem resolution of our meeting room technologies and event spaces.

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**Job title**AV technician

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**Recruiting manager**IT Support Operations Manager

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**Department**IT Services

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**Working hours**Monday to Friday  
(9:30 am–5:30 pm)Working at least three days a week  
from our offices.

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**Location**London

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**Perm/FTC**Permanent

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**Salary**Competitive

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**Working pattern**

We are committed to finding the right person for this role and are open to discussing flexible working patterns.

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# The opportunity for you

## Position responsibilities

- Providing high-quality service for clients, Winston Taylor employees and partners, ensuring a first-rate customer experience.
- Offering professional, high-quality, expertise, advice and support for all AV and meeting room equipment.
- Supporting Teams-enabled meeting room devices and connected microphones and cameras, including setup, configuration and hardware troubleshooting.
- Microsoft Teams support, with a particular focus on meetings and live events.
- Assist internal teams and clients in the setup of live, hybrid and virtual events.
- Deliver the highest quality face-to-face, virtual and hybrid meetings, conferences, and events.
- Supporting external events and conferencing platforms such as Zoom, Webex, Skype and others.
- Ability to plan and organize time effectively.
- Demonstrate a creative approach and provide solutions rapidly.
- Gather requirements from internal staff and external clients to deliver a professional, well-executed solution which meets their needs.
- Collate feedback from clients, employees and partners and address any concerns quickly.
- To provide expert, professional advice to staff during the planning of a meeting or event.
- To ensure that all audio-visual equipment is well maintained and correctly stored.
- Perform regular checks to ensure meeting rooms and AV equipment are fully operational, and address any issues directly, or by liaising with a third-party support partner.
- Log, track and manage issues within our IT service management platform.
- Effectively communicate any issues which affect the use of meeting rooms and AV equipment.
- To build a strong relationship with our third-party support partner to ensure the fast resolution of any equipment issues.
- Develop a strong relationship with key stakeholders, including representatives from Workplace Services and Events teams to ensure strong communication.
- Basic audio and video editing, and post-production for recorded meetings and events.
- Provide the Service Desk team with administrative support including starter, leaver and mover requests, hardware setup and configuration, reporting and other ad-hoc requests.

# The opportunity for you

## Experience, skills, and qualifications

- Highly professional approach.
- Customer focused, with excellent communication skills.
- Demonstrable knowledge of AV disciplines (audio, projection, video, IT, lighting).
- Previous experience of working in a similar role, ideally within a professional services environment (desirable).
- A good working knowledge of Microsoft Teams and other conferencing platforms.
- Self-motivated, inquisitive, and methodical.
- Excellent problem-solving skills and the ability to work with other teams when performing investigation and diagnosis of an issue.
- Experience working confidently with senior management, directors and clients.
- Experience supporting high-profile events.
- Calm and capable of working under pressure.
- Ability to effectively priorities multiple tasks.

# Recruitment journey

## Stage 1

Interview



**Rob Fowler**  
Head of Talent  
Acquisition & Strategy

- London
- +44 20 7300 4841
- [Rob.Fowler@winstontaylor.com](mailto:Rob.Fowler@winstontaylor.com)



**Hannah Jackson**  
Senior Recruitment  
Manager

- London
- +44 20 3077 7262
- [Hannah.Jackson@winstontaylor.com](mailto:Hannah.Jackson@winstontaylor.com)



**Daniel Cheasley**  
Senior Recruitment  
Advisor

- London
- +44 20 7300 4965
- [Daniel.Cheasley@winstontaylor.com](mailto:Daniel.Cheasley@winstontaylor.com)

## Stage 2

Interview two

## Stage 3

Meet and greet  
with some of  
the team



**Kendell Woods**  
Senior Recruitment  
Advisor

- Liverpool
- +44 151 335 5192
- [Kendell.Woods@winstontaylor.com](mailto:Kendell.Woods@winstontaylor.com)



**Meg Vaughan-Irving**  
Recruitment Senior  
Coordinator

- Liverpool
- +44 151 335 5277
- [Meg.Vaughan@winstontaylor.com](mailto:Meg.Vaughan@winstontaylor.com)



**Lottie Williams**  
Onboarding Senior  
Advisor

- Liverpool
- +44 151 335 5191
- [Lottie.Williams@winstontaylor.com](mailto:Lottie.Williams@winstontaylor.com)

## Stage 4

Induction

## Stage 5

Ongoing  
development

We are committed to making all stages of our recruitment process accessible to candidates with disabilities or long-term health conditions.

If you consider yourself to have a disability or long-term health condition, please feel free to be open about this at any point during the recruitment process. This will be dealt with in a confidential manner. If you are not sure what adjustments you require, we will work with you to establish the most suitable adjustments at each stage of the recruitment process.

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