

Job Title:	M&E Audio Professional Services Engineer
Division:	M&E Services
Location:	London/Nottingham
Date:	July 2021

KEY PURPOSE OF ROLE

Reporting to the Head of Service Delivery M&E, the Audio Professional Services Engineer will provide consultation and implementation of Media and Broadcast technologies and solutions for Jigsaw24's customers.

KEY DUTIES & RESPONSIBILITIES

- Technically leads projects with onsite and remote installation work of multi-vendor audio production systems.
- Ensure customer success through project management, meeting deadlines and frequent communication.
- Correspond and fulfil all commitments for internal and external stakeholders.
- Installations and configurations following manufacturer/vendor guidance and industry best practice.
- Being a single point of contact for customers while engaged with a delivery.
- Deliver best-practice technical advice to customers and colleagues.
- Ensure adherence to quality/security and ISO standards.
- Demonstrate innovation, suggesting ways of improving customer satisfaction and generating additional business.
- Travel to customer sites throughout the UK.
- Scoping of professional services work.
- Assisting business management and pre-sales teams with an "in the field" appraisal of the current audio industry.

SKILLS AND QUALITIES

- Highly experienced in a range of audio post-production skills and workflows, such as recording, editing, mixing, and mastering.
- Competent in using, supporting and configuring ProTools, Avid S6 or S4 consoles
- Deep understanding of audio signal flow, and outboard equipment such as mic pre-amps and dynamic processors.
- Build and maintain positive, productive relationships with customers and colleagues.
- Use of customer soft skills; empathise with users, display active listening skills, polite and friendly telephone manner.
- Articulate, methodical, numerate and literate.

- Business awareness; display a working understanding of the business environment and appreciation of commercial interests.
- In-depth incident management knowledge.
- Be punctual and tenacious; demonstrate perseverance and use of initiative.
- Take ownership for personal development and work to improve on existing skills.
- Be extremely customer-focused.

MANDATORY REQUIREMENTS OF THE JOB HOLDER

- Three years' experience in a client-facing audio post-production, production, broadcast or reseller/systems Integration role with a demonstrable track record of deploying and supporting audio production systems.
- Work well under pressure, use good time management with the ability to multi-task.
- Problem-solving ability and a creative flair.
- Implement and work in line with Company policies and procedures.
- Ensure professional standards of quality of work, personal presentation and personal conduct, projecting a professional image at all times.
- Maintain an accurate diary, utilising communications equipment and remain as accessible as possible throughout the working day.
- Ensure you obtain permission before incurring costs for which you expect the Company to reimburse you.
- Carry out additional responsibilities as requested by the Management team.

DESIRABLE SKILLS, QUALITIES AND CERTIFICATIONS

- Avid PT101, 110 and 201, 210M or 210P or equivalent real-world experience
- Avid ACSRPT400, PT301S6
- Audinate Dante Level 2 and 3
- Audio and acoustic calibration
- Experience with Dolby Atmos
- Audio Production System Architecture
- Configuration and Maintenance of KVM systems
- Basic level TCP/IP networking
- Experience with shared storage systems for media production
- Basic knowledge of video transports and standards

WHY WORK FOR JIGSAW24

We're a passionate commercial organisation, so we're always on the lookout for hungry people who want to realise their potential. It's not just about filling existing vacancies – it's about what you can achieve. As a business, we never stand still. Neither do our staff. In fact, we encourage them to follow their own path and help us improve how we all work.

From our office decor to the flexible benefits we give our employees, we try to foster an inspiring, collaborative environment that makes everybody feel welcome. And as we continue to grow, we're determined to hold true to our values and make sure everyone stays on board.

We'll never put profit ahead of our responsibilities, and we'll always provide the same personalised service our customers love – no matter how big we grow. Ever since we started trading, our culture has been based on delivering great customer services and providing solutions based on technical excellence.

That said, we're open to change and new ideas. Reducing our impact on the environment and taking care of our staff will always be in our minds as we continue to develop and expand. It's why we're conservative with our economics but liberal with our attitudes.

Our team mean everything to us, so we put them first. We respect each person as an individual to create an inclusive, supportive atmosphere that feels like a family. We celebrate the successes of our colleagues, both within the company and outside it, while sharing our knowledge to help others grow as people. And when something goes wrong, we work together as a team to put it right quickly.