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## AV Specialist

**Department: IT**

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### The firm

Bristows is a market leading law firm with a global client base across the life sciences and technology sectors. The firm has maintained its high standing in the market with the strength of our legal expertise and our unique firm culture driven by our core values.

The AV Specialist is responsible for providing professional, effective and responsive support across the firm's audio-visual estate, meeting room technology and client-facing spaces. The role is central to delivering a reliable, high-quality user experience in a hybrid working environment, ensuring that meetings, hearings, presentations and events run smoothly and that technology issues are resolved quickly and confidently.

The role combines hands-on AV support with first-line technology assistance for users in meeting rooms and collaborative spaces. This includes supporting Microsoft Teams Rooms and associated AV systems, maintaining room readiness, assisting with laptop connectivity and presentation issues, and acting as a key point of escalation for AV-related incidents and service requests.

### Key responsibilities

#### AV operations and system management

- Take responsibility for the day-to-day operational performance of AV systems across the firm, including meeting rooms, front-of-house spaces, communal areas and specialist client-facing environments.
- Carry out daily health checks, room readiness checks and preventative maintenance to ensure systems are functioning correctly and available for use.
- Manage firmware updates, approved configuration changes and platform upgrades across the AV estate.
- Maintain accurate AV documentation, system diagrams, support procedures and operational runbooks.

#### Meeting room and user support

- Provide hands-on support for meeting room technologies including Microsoft Teams Rooms, displays, cameras, microphones, control systems and wireless presentation tools.
- Ensure meeting rooms and collaboration spaces are fully operational and ready in advance of scheduled meetings, hearings, presentations and other business-critical activity.
- Troubleshoot issues affecting room technology, hybrid meetings, audio, video, screen sharing and room connectivity, escalating where appropriate.

- Provide clear and confident support to users in meeting and client-facing spaces, maintaining a professional and service-led approach at all times.

### First-line technology support

- Provide first-line support for laptop and user technology issues in meeting rooms and collaboration spaces, including Wi-Fi connectivity, docking, display output, audio device selection and presentation troubleshooting.
- Act as a key point of contact for AV-related incidents and service requests, working within the firm's IT support processes to log, manage, resolve or escalate issues as required.
- Support users with common technology issues that may affect meetings or presentations, ensuring minimal disruption and a high standard of service.
- Produce and maintain simple user guides and support materials for room types, connection methods and common meeting scenarios.

### Event and specialist support

- Provide technical support for internal and client-facing events, webinars, presentations and other hosted functions requiring AV setup and live support.
- Support specialist spaces such as event rooms, divisible meeting rooms and hearing spaces, ensuring reliability and confidence during high-profile or business-critical sessions.
- Operate room technology where required, including camera positioning, microphone support, presentation switching, recording and live-stream assistance.
- Deliver support calmly and effectively during live incidents, taking ownership of issues and minimising impact to the user experience.

### Vendor, asset and service management

- Act as a technical liaison with AV vendors, integrators and service providers for support issues, warranty matters, maintenance visits and remedial works.
- Maintain an accurate AV asset register, including fixed room equipment, portable technology and spare devices.
- Support lifecycle planning, equipment replacement and continuous improvement of the AV and meeting room technology estate.
- Work closely with IT, Facilities and other business services teams on AV-related building operations, room standards and service improvements.
- Ensure accessibility-related AV features, including hearing assistance systems, are operational and maintained appropriately.

### Hours of work

This is an office-based role with working hours aligned to business needs. Flexibility is required to support meetings, hearings, events and other business-critical activities that may take place outside normal office hours

## Key technologies

The role will involve hands-on support of technologies such as:

- Microsoft Teams Rooms across Windows and Android meeting spaces.
- Q-SYS audio DSPs, AV-over-IP distribution and camera systems.
- Sennheiser ceiling microphone arrays.
- Shure wireless microphone systems.
- Crestron wireless presentation and BYOD conferencing systems.
- Direct-view LED displays and flat panels.
- Neat meeting room technologies including Neat Bar Pro and Neat Center.
- Digital signage and IPTV systems.
- App-based hearing assistance and accessibility-related AV solutions.

## Skills & experience

### Essential

- Proven experience supporting enterprise-grade AV systems in a professional environment.
- Strong hands-on knowledge of at least two of the following: Microsoft Teams Rooms, Q-SYS, Crestron, or professional audio systems such as Shure and Sennheiser.
- Experience supporting hybrid meetings, conference room technology and live events.
- Experience providing first-line IT or user technology support, particularly relating to laptops, connectivity, displays and meeting room issues.
- Strong troubleshooting skills and a methodical approach to fault resolution.
- Ability to communicate clearly and confidently with non-technical users, including senior stakeholders and visitors.
- Ability to work independently, prioritise effectively and remain calm under pressure

### Desirable

- Experience supporting legal, professional services or other client-facing environments.
- Familiarity with AV-over-IP environments and remote monitoring tools.
- Experience supporting specialist event spaces or executive meeting environments.
- Relevant industry certifications such as CTS, Q-SYS Level 1 or 2, or Crestron certifications

## Additional information

This role is office-based and requires a visible on-site presence to support meeting room technology, front-of-house AV services, live events and user needs. The postholder will be expected to work flexibly in line with business requirements, including occasional support outside standard office hours.

## Our values & culture

With around 300 staff and partners in total and one UK location, we are able to maintain a friendly atmosphere where everyone is able to get to know each other and many policies and practices can operate on a trust basis.

We are based in modern offices at Blackfriars and very much value face to face collaboration and the social element of working relationships. We have introduced a Remote Working Policy which enables staff to work in an agile way – we do not monitor attendance but ask that everyone spends more time in the office than out of it, typically three days a week for full time staff.

Our firm values, which we very much “live”, are Ambition, Bravery, Curiosity and Friendliness. These underpin all that we do across both our client work and our internal strategic decision making. None of our lawyers have billing targets which means we can focus on doing the best for our clients while also having the time and capacity to assist each other in a genuinely collaborative working culture.

## Training & career progression

We aim to have a coaching culture with regular informal feedback to supplement the formal appraisal process. Mentoring schemes are available for fee earners while members of the HR team can provide personal coaching and guidance in non-legal and personal management skills.

Personal and professional development is much valued at all levels so we have a generous budget which enables us to meet most ad hoc requests for additional training.

## Reward & benefits

Our salary and bonus structure reflects our absence of billing targets and collaborative culture and any bonus is paid as a simple percentage bonus across the whole firm. We have a flexible benefits package that is kept under regular review and is designed with the wellbeing of our staff and their families.

## Diversity & inclusion

At Bristows we are committed to championing equality, diversity and inclusion for all, and we are a proud signatory of the Law Society’s Diversity and Inclusion Charter. As a firm, and as individuals, we do all we can to treat people fairly and with mutual respect. This commitment enriches our work and our working lives and has played a key part in our success over the years.

We have an active, partner-led Diversity & Inclusion group which runs awareness raising and educational initiatives in addition to ensuring that our policies and procedures remain inclusive.

It is our policy to provide equal opportunities for all employees and job applicants in relation to recruitment, selection, pay, training, working conditions and promotion opportunities regardless of age, disability, gender, gender affirmation, marital or civil partnership status, pregnancy, race, religion or belief and sexual orientation. For more information about EDI policies and practices at the firm, please [see here](#). For more information on our [firm values, see here](#).