

## 1st Line Technical Support - Mandarin Speaking

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Company: Music Concierge

Location: London Area

Category: other-general

1st Line Technical Support Service Desk (Mandarin

Speaking) Position: Permanent Business: Music Concierge

Worldwide Reporting to: Technical Operations

Manager Location: Hybrid, would suit someone based in or around

Hertfordshire Salary range: £25,000 - £30,000 per

annum [About](#)

our agency Music Concierge is a best-in-class global music agency specialising in enhancing brand identity through music. For over 15 years we have been responsible for the signature sounds of internationally renowned luxury brands including One&Only, Raffles and Harvey Nichols. We also curate music identities for design-led lifestyle hotels, luxury retail and automotive brands and wellness destinations. Music changes how people think, lifts their mood and influences their behaviour. We sculpt soundscapes to create unique atmospheres, reinforce brand values and enhance customer experiences. We are a growing team (60+ people), with offices in London, Dubai, Cape Town, Hong Kong, Shanghai, Singapore & Thailand. [www.musicconcierge.co.uk](http://www.musicconcierge.co.uk) Kaleidovision uses music, digital video and interactive screens to capture customer engagement in retail and leisure spaces. Clients include high street retailers, leisure and health and fitness brands, including Hollywood Bowl, TGI Fridays, Puttstars, YHA & Paul Patisserie [www.kaleidovision.co.uk](http://www.kaleidovision.co.uk) Our sister agency spans other creative and technical disciplines, with a particular focus on wellness. [www.earthskycollection.com](http://www.earthskycollection.com) Our technology platform One common technology platform underpins each agency's operation, comprising music and media players at

customer locations, connected by a large-scale media distribution network. Sophisticated multi-layer content management systems control the playout of music tracks, video content, interactive applications or immersive combinations of all three. Our entire technology platform is designed, developed, operated, supported and enhanced in-house. This enables us to be highly innovative in response to creative client project requirements or business opportunities. About this role We are looking for a dynamic individual to join our team working across all aspects of our music delivery and support systems. This is a varied role suiting someone with an interest in both music and content delivery as well as customer service. You will be joining our technical support team where you would be trained as both a 1st line support agent and player build and preparation technician. Within the technical support team, you would be working directly with our customers handling their enquiries as well as building and despatching media players. Both these aspects require strong IT knowledge, problem-solving ability, and good communication with customers and colleagues.

Your experience · Strong customer service background. · Proven track record of handling intermediate to advanced technical issues. · Basic programming experience and skills. · Basic networking skills including an understanding of WIFI networks. · Knowledge of operating systems including Windows & Android. · Experience working with setting up and troubleshooting PC systems. · Knowledge of Audio-Visual equipment would be an advantage. · Audio file editing skills - preferably with Sound Forge software is desirable. · Mandarin speaking. Key responsibilities include but are not limited to: Technical support tasks · Providing helpdesk and scheduling support to customers via telephone, email, and dial-in connections. · Providing first-line support. · Logging calls. · Analysing and resolving faults across all our product sets including PC and tablet-based media players. · Accurately recording fault information and managing issues through to resolution. · Working with senior team members to investigate and resolve In-depth technical issues with our software systems. · Liaising with customers to fully understand the set-up and environment the system is running in to identify any potential environmental causes. · Accountability for resolution timescales. · Providing support and updates as and when required to our music department. · Liaising closely with the Account Management teams to keep them up to date with fault-finding progress and resolutions. · Assisting with the Build and Configuration of Media Players for customer sites. · Assisting with Workshop queue management.

What we offer in return Being part of an agency with a strong growth plan. We are at the top of our

game and recognised as such at a global level. Good benefits inc. 22 days holiday, increasing by 1 day per year up to 27 days, group life insurance, access to 24-hour GP. We're flexible about working in the office – in the UK we have bases in Hertford and Shoreditch. Mixed in with working from home, you'll be meeting the Head of Marketing in London regularly. Contact Fay Simmons, e-mail:

Recruitment@musicconcierge.co.uk www.musicconcierge.co.uk www.kaleidovision.co.uk Please submit your CV with a cover letter detailing why you think you are suitable for this position.

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