

Senior Support Officer (AV / IT & Learning Resources)

Job Ref: REQ16712

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Loughborough University London (LUL) opened on the Queen Elizabeth Olympic Park in September 2015. The professional services staff support students in all aspects of their studies and their student life as well as providing administrative support for the campus.

This is an exciting opportunity for a driven, self-motivated individual, to help support our students studying Masters Degrees as well as our researchers, academic staff and stakeholders. We want to appoint someone who is enthusiastic about being involved in this venture, who is committed to being flexible about their role and who embraces change.

Staff Core Values include:

- Our staff are approachable, helpful, knowledgeable, courteous and take pride in working for the University and making the environment welcoming, through providing an excellent service to staff and students
- Our staff are knowledgeable on the systems and processes that support students and staff in London and in Loughborough.
- Our staff understand the threshold in terms of the delivery of resolvable services in London and the services that can be called upon from Loughborough
- Our staff have a 'can do' attitude to resolve issues and problems serving the user to a high level.
- The team of staff are committed to operating and working as a team.

Job Description

Job Grade: Technical Services, Grade 5

Job Purpose

To provide a proactive support service to all users of audio visual (AV) and IT and those using ELearning systems including Learn, ReVIEW lecture capture, and web / video conferencing. This includes daily maintenance and frontline support of the AV/IT equipment both hardware and software within the pool teaching spaces, informal learning areas and staff office support. Provide guidance to all stakeholders on the effective use of learning technologies.

Job Duties

AV Technical Support

- To provide effective technical support and advice for all stakeholders within learning and teaching areas and provide front line support.
- Conduct regular maintenance checks on AV equipment to ensure the serviceability, performance and reliability of equipment is maintained.

- To provide support and advice of AV requirements to University high profile events, lecturers, students and external conferences. To be available for call out, out of normal hours for conferences and events as required.
- Make daily operational decisions to ensure all equipment is fully functional, and the effective and timely service delivered.
- To undertake support of ReVIEW lecture capture in collaboration with the central team based in Loughborough to ensure correct and valid data sets.
- To monitor scheduled captures to ensure all sources are present and resolve any issues as a matter of urgency to ensure there are no failed captures.
- Provide support for all video conferencing activities which will include the setup, operation, user support and training of the equipment.
- Support and maintain University handheld camera equipment including loaning and setup for events where appropriate.
- To Liaise with the team based at Loughborough on a daily / weekly basis to resolve issues and identify AV developments
- Contribute to equipment purchases and replacement recommendations and maintain stock of Teaching Support equipment and materials in LUL while keeping up to date and accurate inventory records
- To continually update personal development to extend all technical skills in line with PDR and training and development within Teaching Support.
- To become familiar with and use new equipment and systems including equipment booking system, remote management software
- To understand and implement Health and Safety policies and requirements for yourself and others, commensurate with your level of responsibility within the Department to enable you to discharge your duties and responsibilities safely
- Assist other staff of the department to author documentation as required in support of IT services - this could be procedures or end user documentation, in electronic or paper form

IT Systems support

- Act as backup support service for IT incidents and requests in London office.
- Diagnose and fix straightforward problems, including installation of hot swap PCs
- Basic installation of networking equipment (following guidance provided) when required.
- Advise on timescales and services and follow procedures to refer cases to senior technicians.
- Investigate more complex problems and record all relevant details and information for colleagues.
- Install PCs onto designated services and configure them in a standard way to use the network
- Become familiar with relevant University IT-related procedures and policies (acceptable use, data protection, purchasing etc.).
- Assist other staff of the department to author documentation as required in support of IT services - this could be procedures or end user documentation, in electronic or paper form
- Assist as requested in projects to develop new technical platforms for IT services and to roll out these services to users.
- Assist in customer support activities, answering telephone, email and enquiries in person, using the Service Desk system to track queries and following procedures for resource allocation, peripheral support, distribution of software

E Learning Support

- Support LU London academic staff in meeting (and exceeding) the requirements of the School Learn policy using the facilities and activities provided by Learn and other centrally supported learning technologies.
- Seek support from E-learning colleagues in the IT Services E-learning Systems Team and in the Centre for Academic Practice.
- Develop LU London-specific e-learning documentation where appropriate.
- Use the Learn helpdesk system to log support cases and help provided.
- Have a detailed understanding of the functionality of Learn and ReVIEW.
- Have a working understanding of all the centrally supported learning technologies.
- Be aware of, and able to promote as appropriate, other tools that may enhance teaching and learning.

Other

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students and parents, academic staff, external organisations and other University Colleagues.
- To provide cover and support for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager
- Travel to Loughborough University Campus will be required from time to time for professional development and training.
- Out of normal office hours work will be required from time to time for special events with time off in lieu through the flexi-time system.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Facilities Manager.

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	In depth and detailed knowledge of working with IT and AV specifications.	1,3
	Experience of working with a range of customers preferably Staff and Students in a support capacity.	1,3
	Experience of working within a team environment and working independently	1,3
	Experience of Video Conference systems	1,3
	Experience of Learning technologies	1,3
	Experience of supporting a service	1,3
	Experience of creating user documentation and end user training	1,3
Skills and Abilities	Proven analytical skills with knowledge of network connectivity, software installation, display/resolution parameters,	1,3
	Good knowledge of Microsoft office applications and various media player configurations.	1,3
	Detailed knowledge of AV principles, terminologies, and connector types, digital signals formats.	1,3
	Ability to read schematic wiring drawings for AV/IT systems and solve problems based on analysis.	1,3
Qualifications	Degree Level qualification and /or a relevant qualification or equivalent experience within AV/IT	1
Other	To adhere to the University's Equal Opportunities Policy	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of Lecture capture systems and specifically Echo 360	1,3
	Experience of Cisco video conference systems	1,3
Skills and Abilities	Knowledge of deployment systems and imaging of central PC's.	1,3
Qualifications	Infocomm Certified Technology Specialist' accreditation or equivalent	1

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services Grade 5, £23,879 to £28,452 per annum, plus £3,000 per annum London allowance, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative Staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We offer an interest free Season Ticket loan (paid yearly and recoverable monthly through salary) and access to a corporate Gym membership with GLL.

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see

Informal Enquiries

Informal enquiries should be made to Parus Dhanani, LU London Facilities Manager by email at P.Dhanani@lboro.ac.uk or by telephone on +44 (0)20 3805 1299

Applications

The closing date for receipt of applications is **20 November 2016**. Interviews will be held on **1 December 2016**.