

AV Technical Support Officer

Job Ref: REQ241088

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Technical Services Grade 5

Job Purpose

To apply in-depth technical knowledge in order to provide both reactive & proactive technical support, maintenance and advice to users of University AV/IT systems. The primary focus for this job will be to provide AV/IT services and support for the teaching, research and end user environments including teaching room technologies, ReVIEW lecture capture, video conferencing and event production used by staff and students of the University and associated organisations also including external customers.

Job Duties

Systems Installation/decommissioning

- To provide high quality technical support for users of University AV systems across the team's area of responsibility, including staff and students, Professional Services, partner organisations & external customers with minimal supervision.
- Apply in-depth technical knowledge of AV technologies and well-developed problem-solving skills to a wide range of technical services across both Loughborough and London campus to resolve problems and faults, and correct malfunctions, documenting results in accordance with agreed procedures. Maintaining accurate records of user requests and outcomes, providing timely and accurate feedback to users.
- To provide detailed and comprehensive technical advice and assistance to users in a clear and professional manner developing solutions and recommending products whilst ensuring compliance with agreed policies and procedures.
- Work independently to provide support, advice and guidance, installation, maintenance and incident resolution for staff and students in research and teaching environments including support for teaching room technologies, ReVIEW lecture capture, video conferencing and event production. To participate in projects to introduce and update AV/IT systems and services and to roll out these services to users.
- To install, maintain and configure AV hardware and/or software complying with agreed standards and maintain records of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Plan tasks and workload to prioritise work to ensure that the needs of the University are met.
- To undertake monitoring and reporting tasks to maintain the effective operation of services, acting on known errors and documented workarounds, logging actions and advising supervisor or specialists when management or specialist attention is required.

- To provide an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes designing and implementing solutions, documenting incidents, progress checking, and ensuring all diagnostic information is captured for error resolution and incident analysis.
- To provide training on the effective use of systems, products and services, providing information on the full range of capabilities to assist users in making more effective use of systems, products and services.
- Carry out networking tasks and maintenance following agreed standards and procedures.
- To be available for call out, out of normal hours for conferences and events as required.

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 Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & 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 Teaching Support Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants must 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	Substantial experience of providing technical AV/IT support in a managed support environment including event production.	1&3	
	Substantial experience of installing, testing and commissioning of AV specific equipment and software.	1&3	
	Experience of maintaining and supporting video conferencing and lecture capture systems.	1&3	
Skills and abilities	Has good inter-personal skills. Is well organised and practical, with a logical, analytical approach to problem solving. Pays careful, close attention to detail.	1&3	
	Excellent AV/IT troubleshooting and fault diagnosis skills.	1&3	
	Is skilled in installing AV systems including understanding of wiring schematics for equipment rack building.	1&3	
	Has good oral communication skills and takes an analytical approach to problem solving.	1&3	
	Has in depth knowledge of AV/IT systems and software.	1&3	
	In depth knowledge of PC hardware and software and operating systems.	1&3	
	In depth knowledge of system software which controls activities such as input, output dynamic resource allocation, and error reporting within the operation or a computer configuration.	1&3	
	In depth working knowledge of AV Infrastructure (hardware, operating systems and local area networks.) and the AV applications and service processes used within own organisation.	1&3	
	Qualifications	Must be educated to "A" level or equivalent experience.	1&3
	Other	Ability to undertake various other tasks on an occasional basis at the request of more senior staff in the department, and to a level commensurate with training, knowledge, grade and skills.	1&3

Desirable Criteria

Area	Criteria	Stage
Experience	Knowledge of Programming specific control systems within integrated AV systems.	1&3
Qualifications	Educated to degree level in a relevant area such as computing. AVIXA Certified Technology Specialist accreditation	1&3
Other	Familiarity with relevant University IT-related procedures and policies (acceptable use, data protection, purchasing etc.) and advises colleagues and end-user accordingly.	1&3

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Technical Services 5, £28,879 to £33,882 per annum, 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 Academic and Related staff/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 also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equity 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 <http://www.lboro.ac.uk/services/hr/athena-swan/>