Apprentice AV Technician
Job Ref: REQ260004

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

IT Services at Loughborough University

IT Services are integral to the continued success of Loughborough University, rated a Top 10 university in all major league tables. We work closely with all our partners from across the University to support digital transformation and deliver outstanding levels of service that are recognised as the best in the country by our students in the National Student Survey. We are at the forefront of supporting the digital campus, protecting and securing our IT systems and developing strategies to take us forward in a rapidly evolving world. Our Director is currently a trustee of UCISA and we actively support professional development at all levels.

During the Covid-19 pandemic, we enabled staff and students to work successfully from anywhere and were key to a response which has been widely acknowledged as sector leading. We offer flexible working to IT colleagues where possible and understand the importance of a good work/life balance. In addition to working for an employer of choice on a stunning East Midlands campus, we offer an excellent range of benefits to our employees and pride ourselves on being family friendly.

An exciting opportunity has arisen to join our in-house team and the details are below. We particularly welcome applications from women and BAME communities as we are actively seeking to make our team more diverse. Please contact the recruiting manager for an informal chat if you are considering an application.

The first part of this career-graded post entails a fixed term contract during which you will complete the Audio-Visual Level 5 Apprenticeship. The first part will entail a work based apprentice with the apprenticeship itself (24-month programme) due to commence in September 2026 or January 2027, which provides you with learning and development for you to complete the level 5 Apprentice and thereafter, subject to achieving the qualification and meeting the relevant post requirements, you will move onto a permanent contract with the University and progress within the IT Services team to a role as an AV Support Officer. The apprenticeship includes one day each week dedicated to off-the-job remote study with Middlesbrough College with the four remaining days dedicated to gaining your required work-based experience as part of the University's IT team.

Job Description

Job Grade: Technical Services Grade 3 (career graded post) – initial fixed term post moving to open ended on successful completion of relevant Apprenticeship and qualifications.

Job Purpose

To apply technical knowledge 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 at the University and associated organisations also including external customers.

To undertake an Audio-Visual Level 5 Apprentice, to the benefit of the institution, matching the level of knowledge and responsibility expected from a developing AV Technician. All tuition is online via the college virtual learning environment.

Job Duties

- To provide high quality support for users of University AV systems across the team's area of responsibility, including staff and students, Professional Services, partner organisations & external customers.
- To lead in the daily maintenance of both pool and school teaching spaces to ensure spaces are in a fit for purpose condition for use.
- Working with senior members of the team to undertake technical duties across both Loughborough and London campus to resolve problems and faults, and correct malfunctions, calling on help from more experienced colleagues if required, documenting results in accordance with agreed procedures, maintaining accurate records of user requests and outcomes, providing timely and accurate feedback to users.
- To provide advice and assistance to users in a clear and professional manner recommending solutions and products whilst ensuring compliance with agreed policies and procedures.
- 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.
- 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 documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.
- To assist senior technicians in providing routine 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.
- 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 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 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 Teaching Support Resources Manager

Person Specification

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	An interest in a career in AV & IT	1&3
	Experience of everyday desktop software, for example PPT, Adobe and graphics	1&3
	Basic experience and understanding of the use and technical capabilities of AV or IT systems or equipment	1,2&3
Skills and abilities	Ability to work collaboratively in a team with other members of the AV team and more broadly across IT Services	1&3
	Proven ability of working collaboratively to resolve or explain problems	1&3
	Good analytical and problem-solving skills and the ability to pro-actively respond to issues as they arise	1&3
	Knowledge of PC hardware, software and operating systems	1&3
Training	A desire to study and achieve an AV qualification and a willingness to comply with the requirements of a training contract	1&3
	Willingness to attend all compulsory induction activities as specified by the University and adherence to university policies	1&3
Qualifications	Educated to a Level 2 English and Maths (GCSE Grades 9-4/A-C) or Functional Skills Level 2 or evidence of work experience/prior engagement with audiovisual technology.	1&3
Other	The course at Middlesbrough College requires apprentices to be at least 18 years old. However, the University would consider an under-18 applicant undertaking the apprenticeship on a work-based placement until the course starts in either September 2026 or January 2027.	1&3
	Demonstrate an understanding and commitment to University policy on Equality, Diversity and Inclusion and Health and Safety Regulations	1&3
	Proven ability to work flexibility, undertaking 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
	Willingness to work outside of normal working hours on request	1&3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working in an AV/IT role would be advantageous	1&3

Conditions of Service

For the apprenticeship, the starting salary will be Technical Services grade 3 £24,794 per annum. Subject to annual pay award. With the opportunity to progress to Technical Services grade 5 on successful completion of the apprenticeship and achieving relevant experience, qualifications & by demonstrating good performance in the role.

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 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 http://www.lboro.ac.uk/services/hr/athena-swan/