

DigiLabs Technical Support Officer

Job Ref: REQ260660

Job Description

Job Grade: Technical Services Grade 5

Job Purpose

To apply in-depth 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 University's DigiLabs facilities including specialist technologies such as VR and AR, Robotics and advanced audio-visual systems.

Job Duties

- To provide high-quality technical support for users of University DigiLabs facilities across the team's area of responsibility, including staff and students with minimal supervision.
- Apply in-depth technical knowledge of technologies and well-developed problem-solving skills to a wide range of technical services across the Loughborough 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 DigiLabs facilities including support for teaching room technologies.
- 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 and IT hardware and/or software to 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.

Organisational Responsibility: Reports to the DigiLabs Technical Support Specialist

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 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of providing technical AV/IT support in a managed support environment.	1, 2
	Experience of installing, testing and commissioning of equipment and software including AV and IT systems.	1, 2
	Experience of maintaining and supporting end users.	1, 2
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, 2
	Excellent AV/IT troubleshooting and fault diagnosis skills.	1, 2
	Is skilled in installing AV/IT systems including understanding of wiring schematics for equipment rack building.	1, 2
	Has good oral communication skills and takes an analytical approach to problem solving.	1, 2
	Has in depth knowledge of AV/IT systems and software.	1, 2
	In depth knowledge of PC hardware and software and operating systems.	1, 2
	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, 2
	In depth working knowledge of AV/IT Infrastructure (hardware, operating systems and local area networks.) and the AV/IT applications and service processes used within own organisation.	1, 2
Qualifications	Must be educated to “A” level or equivalent.	1
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.	

Desirable Criteria

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

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.