

AV Technical Support Officer

Job Ref: REQ260684

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

- 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, Unified communications platforms 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 outlined in the document.

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 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 Unified communications platforms 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	Relevant Technical Qualification such as Higher National Certificate (HNC) 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
	Must have full UK driving licence with no endorsements	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 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.