

JOB DESCRIPTION TEMPLATE GRADE 4

Job Title: Specialist Technician AV and Equipment

Accountable to Serviced Resources and IT Liaison Manager Camberwell Chelsea Wimbledon

Contract Length:

Hours per week/ FTE: **Weeks per year: 52**

Salary: £36,532 - £44,865 pa

Grade: 4

College/Service: Chelsea Camberwell Wimbledon/Technical Resources

Location: Chelsea, Millbank but with regular cross college working.

Purpose of Role:

To be responsible to the Serviced Resources and IT Liaison Manager Camberwell Chelsea Wimbledon for:

Providing specialist technical expertise, guidance and advice to support the delivery of a high-quality technical service across Camberwell, Chelsea and Wimbledon within the AV and Equipment environments.

Supporting the installation, operation and maintenance of the technology used in teaching and learning for staff, students and visitors as part of a professional and effective support service within agreed service levels

Role modelling behaviours that underpins actively promoting a positive experience for students and staff

Duties and Responsibilities

- To carry out regular room and system checks, respond to requests for support, investigate and troubleshoot AV and related IT issues across multiple sites and ensure any issues are resolved in a timely manner.
- To research and evaluate new and emerging AV technologies in relation to university aims and, in collaboration with suppliers where appropriate, lead the design, procurement, installation and training of users.
- To ensure the security and supervision of equipment installed in designated areas.
- To be responsible for inspecting and diagnosing faults with installed AV systems (AV over IP, HDBaseT). Carrying out simple repairs or facilitating repairs by external integrators where appropriate, in consultation with line management.
- To carry out professional AV installations within areas of own expertise and also oversee works by AV integrators/ contractors.
- To maintain a thorough inventory of AV equipment and consumables and proactively monitor the repair and/ or replacement of non-working, damaged and/ or obsolete equipment.
- To carry out regular testing and routine maintenance procedures on installed AV system equipment.
- To generate appropriate learning materials and information as required.
- To contribute to the development of team members through best practise sharing, mentoring and knowledge exchange.
- To undertake collective staff development with colleagues.
- To participate at relevant Course level Committees and Forums ensuring that AV service areas deliver a good user experience to meet Key Performance Indicators (for example outcomes from student surveys)

- To contribute to safe working standards for both staff and students by creating a culture of awareness of shared space best practice principles.
- To liaise with the Serviced Resources Manager and regular suppliers & manufactures when sourcing materials and placing orders. Ensure that transaction records for equipment and consumables budgets are up-to-date and accessible.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 - 2022)
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships: Managers and other staff, and external partners, suppliers etc.; with whom regular contact is required.

- Serviced Resources and IT Liaison Manager
- Technical Managers
- Academic and Technical Staff
- Support Staff (Admin, Estates, Exec, IT, HR, Marketing)
- Visitors/ Customers
- Suppliers
- Contractors/ AV Integrators

Specific Management Responsibilities

Budgets: Devolved Consumables Budgets as appropriate

Staff: None

Other Co-responsibility for AV and Equipment Environments

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| Person Specification | |
|---------------------------------------|---|
| Specialist Knowledge / Qualifications | <p>Qualifications to BA level in Art, Design or Performance and/or Industry equivalent qualifications or experience. Certification that demonstrates the level of technical knowledge required for the role, i.e. Avixa CTS.</p> <p>Thorough knowledge of networked AV systems, server architecture and PC/ Mac with the ability to troubleshoot and resolve hardware issues.</p> <p>Strong working knowledge of common switching, distribution, audio and control system products, namely Extron, AMX, Kramer, Crestron. Extron product knowledge and control system programming/ configuration qualifications and experience highly desirable.</p> <p>Demonstrable skills in safe and professional installation with excellent general integration knowledge and experience.</p> <p>Ability to read and interpret blueprints, floor plans and technical wiring diagrams.</p> <p>Knowledge of industry “best practice” standards such as AVIXA/InfoComm, BS 8590:2014, ISO 9001, ISO 14001</p> |

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| Relevant Experience | <p>2+ years' experience supporting networked AV solutions in a higher education or enterprise environment.</p> <p>Strong working knowledge of audio visual control systems, hardware, software and associated terminology. Ability to troubleshoot, isolate and resolve AV over IP/ HDBaseT system issues.</p> <p>A good technical understanding of video conference standards and protocols.</p> <p>Experience supporting end users in their use of hardware and software (Panopto, MS Teams, Collaborate, YouTube, Zoom, OBS) for remote learning, lecture capture and live streaming.</p> <p>Experience live streaming of events/ activities, incorporating multiple camera and mic feeds, both in formal and ad-hoc settings.</p> <p>Demonstrable technical skills or knowledge to contribute to the delivery of a safe and efficient service within the AV and Equipment environments. Including relevant knowledge and use of a wide range of technical loan equipment.</p> <p>Demonstrable experience of working in a busy customer facing AV/ technical role, providing set- up assistance and troubleshooting support for hardware and software.</p> |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media. |

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| | Ability to explain technical concepts to a non-technical user base. |
| Leadership and Management | Motivates and leads a team effectively, setting clear objectives to manage performance |
| Research, Teaching and Learning | Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity |
| Professional Practice | Contributes to advancing professional practice/research or scholarly activity in own area of specialism |
| Planning and Managing Resources | Plans, prioritises and organises work to achieve objectives on time |
| Teamwork | <p>Works proactively and collaboratively in a team and where appropriate across or with different professional groups.</p> <p>Ability to travel between and work at different sites regularly, as operationally required.</p> <p>Ability to work negotiated flexible hours to support occasional after-hours events.</p> |
| Student Experience or Customer Service | <p>Builds and maintains positive relationships with students or customers</p> <p>Provides a positive and responsive student or customer service</p> |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve and anticipate problems |

Shortlisting will be based on your responses to the Person Specification criteria. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Last updated: September 2022