

Job Title - Support Technician

Job Description	
Job Title Digital Media & Audio Support Technician (Journalism)	Accountable to Technical Coordinator Media & Technology
Contract Length Permanent	Hours/ per week / FTE 35 / 1.0
Salary £30,777 - £ 37,468 per annum	Grade 3
College/Service London College of Communication	Location Elephant & Castle
Purpose of Role <ul style="list-style-type: none"> • To provide technical expertise, guidance and advice within the areas of audio and video post-production and audio and video editing. To support dedicated technical resources in Journalism including radio, podcasting and broadcasting facilities. • To provide informal and formal training and instruction, and the development of proficiency with specialist audio, broadcast and podcasting software and techniques, journalism production methods and technology. • To support workshops on audio and broadcasting related subjects such as: audio editing, mixing, voice recording techniques, podcasting, and post-production and support students on projects and assignments. Implement effective systems to facilitate blended and remote learning. • To provide specialist audio support as part of the Media & Technology team, collaborating with the Communication & Media technical team, Central Loan Store and Digital Space and to implement effective systems to facilitate blended and remote learning. 	
Duties and Responsibilities <ul style="list-style-type: none"> • To contribute, as a member of the Media & Technology technical team, with the planning and development of the technical area, including 	

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curriculum development, research and commercial

activities.

- To contribute to the delivery of moving image, audio and media technical support, collaborating with technical team members and working to key priorities as identified with the Media & Technology Technical Coordinator and Specialist Technicians, with some scope for discretion to decide on the order and sequence of activities.
- To provide support in the area of location and studio, to assist students and staff in the correct operation of video production, greenscreen studio.
- To undertake the daily preparation of facilities and resources to ensure that they are supplied and maintained in safe and effective working order and that Health and Safety requirements and risk assessments are complied with.
- To carry out basic and routine maintenance procedures in the technical facility independently and with guidance from more senior team members. To observe levels of consumables and monitor supplies for the maintenance and upkeep of equipment. To generate purchase orders where necessary. To perform routine housekeeping activities to keep all work areas in a safe, orderly and hygienic condition.
- To assist with the preparation of learning materials, equipment and consumables for students and staff use at the start of each day and for the return and security of materials and equipment at the end of each day.
- To provide assistance and advice to students within own levels of expertise, escalating queries and problems and higher level requests to team members where relevant.
- •To provide support to students in self-directed and open access sessions where a more senior member of technical staff is available to deal with more demanding issues.
- •To assist in the planning, preparation, mounting and dismantling of exhibitions and other public events. To assist team members with the resolution of problems and obstacles with the delivery of resources and services where appropriate, employing systematic and methodical approaches to problem solving.
- •To provide technical assistance to students in accordance with service

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level standards, reporting student feedback and

complaints to team members and Technical Coordinator.

- •To develop expertise with the use of standard equipment and practices, updating skills and knowledge with new equipment and practices, by learning from team members or attending training courses internally or externally, where deemed relevant to the curriculum.
- •To keep up to date with new and developing technologies and practice by carrying out simple investigations, sourcing information, reading electronic and hardcopy texts.
- •To assist team members with the selection and introduction of new processes and developments, in response to the changing needs of the curriculum.
- •To carry out basic and routine maintenance procedures with guidance from more senior team members.
- •To perform routine housekeeping activities to keep all work areas in a safe, orderly and hygienic condition.
- •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 Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- •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

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- 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

- Head of Technical Resources
- Technical Managers
- Technical Coordinator
- Team members
- Technical staff
- Course staff
- University and College staff
- Suppliers and industry partners

Specific Management Responsibilities n/a

Budgets - specific designated consumables budgets

Other– n/a

Signed: Brendan Nobbs (Recruiting Manager)

November 2022

Person Specification

Job Title - Digital Media & Audio Support Technician (Comms&Media)

Grade - 3

Person Specification	
Specialist Knowledge/ Qualifications	<ul style="list-style-type: none">• Degree qualification or equivalent in the area of Digital Media, AV technology or a related subject

Person Specification	
	<ul style="list-style-type: none"> • In depth knowledge of technical aspects and areas of audio and video production, editing and distribution. • A good knowledge of technical aspects of Film & TV studios and technology and post production software. • A good knowledge of digital video and digital still cameras used for video production, including menu operation and relevant accessories, monitors, tripods etc.
Relevant Experience	<ul style="list-style-type: none"> • Experience of teaching and/or demonstrating equipment and techniques related to audio and video production and equipment. • AV technical experience as relevant to Image and Sound • Ability to apply knowledge and experience, sharing learning and experience with staff and or students. • Good technical and operational knowledge of Adobe Software, MacOS and Windows.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance.

Person Specification	
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time.
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems.

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.