

JOB DESCRIPTION		
<b>Job Title:</b> Support Technician - Equipment & AV/CLS		
<b>Accountable to:</b> Serviced Resources and IT Liaison Manager		
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 1/35	<b>Weeks per year:</b> 52
<b>Salary:</b> £29,358 - £35,839 pa	<b>Grade:</b> 3	
<b>College/Service:</b> Chelsea Camberwell Wimbledon/Technical Resources		<b>Location:</b> Camberwell Chelsea Wimbledon/ Located at one of the three Colleges with the expectation of cross College working as required
<b>Purpose of Role:</b> To be responsible to the Serviced Resources and IT Liaison Manager for:  The delivery of a high-quality technical service across Camberwell, Chelsea and Wimbledon within the AV Facilities, associated learning environments and Central Loan Stores and provide support and advice to all users to support academic activities and meet service level agreements  Role modelling behaviours that underpins actively promoting a positive experience for students and staff		
<b>Duties and Responsibilities</b> <ul style="list-style-type: none"> <li>To provide support to students and staff within own levels of expertise, escalating queries and problems and higher-level requests to Serviced Resources Manager as appropriate</li> <li>To develop expertise with the use of the range of AV and associated equipment in teaching &amp; learning environments, updating skills and knowledge with new equipment and delivery by learning from colleagues or attending training courses internally or externally</li> <li>To contribute to the generation of appropriate operational guidance or information as required</li> <li>To undertake the daily preparation and organisation of facilities and resources to ensure that they are operational and maintained in safe and effective working order and that Health and Safety requirements and assessments are complied with</li> <li>To support team members and services where appropriate, employing systematic and methodical approaches to problem solving</li> <li>To keep up to date with new and developing technologies and new processes by contributing to investigations, sourcing information and to resource upkeep and development</li> <li>To contribute to safe working standards for both staff and students working in by creating a culture of awareness of appropriate engagement</li> <li>To carry out regular and routine maintenance procedures with guidance from more senior team members</li> <li>To perform routine housekeeping activities to keep all work areas in a safe and appropriate condition.</li> <li>To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University</li> <li>To undertake health and safety duties and responsibilities appropriate to the role</li> </ul>		

- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity 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 through effective engagement with 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.

- Technical Coordinators/Studio Managers & Liaison
- Course Leaders
- Users
- Suppliers
- Contractors
- Central IT Services (as required)

**Specific Management Responsibilities**

**Budgets:** None (Consumables budget held by Technical Coordinator)

**Staff:** None

**Other** Co-responsibility for Print Services Environment and Equipment

Person Specification Support Technician - Equipment and AV/Central Loan Stores	
Specialist Knowledge/ Qualifications	<p>Qualifications to BA level in Art, Design or Performance and/or Industry equivalent qualifications or experience and certification that demonstrates level of technical knowledge required for the role.</p> <p>Technical knowledge of and practical experience with specialist photographic/ video and IT equipment and accessories. Knowledge of how to troubleshoot a range of equipment issues and carry out routine maintenance. Confident in the use of MS Office – particularly Word, Excel and Teams.</p> <p>Good working knowledge of common switching, distribution, audio and control system products, preferably Extron and AMX.</p> <p>Ability to read and interpret blueprints, floor plans and technical wiring diagrams.</p>
Relevant Experience	<p>Demonstrable experience working in a busy customer-facing role, assisting demanding customers and dealing with issues in a professional manner to achieve positive outcomes. Working with bespoke database software and accurate record keeping.</p> <p>Demonstrable technical skills and knowledge to contribute to the delivery of a safe and efficient service within the AV and Central Loan Store environments. Including relevant knowledge, setup and use of a wide range of technical AV equipment.</p>

	<p>This role occasionally involves heavy lifting and/or working at height.</p> <p>Previous experience of delivering relevant technical knowledge in an environment with students or customers is highly desirable.</p> <p>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.</p> <p>Relevant experience in supporting video assisted technology in teaching, such as lecture capture and web video conferencing.</p> <p>A good technical understanding of video conference standards and protocols.</p> <p>Live event experience (audio, lighting, video, streaming). Video editing experience is desirable.</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p> <p>Ability to explain technical concepts to a non-technical user base.</p>
Leadership and Management	<p>Works effectively with individuals or a team, adhering to clear objectives to manage performance.</p>
Research, Teaching and Learning	<p>Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time.</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups.</p>

	Ability to work negotiated flexible hours to support occasional after-hours events.
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

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

Last updated: Nov 2020