

## IT & AV Technician – Learning and Information Services – Grade E

---

### Job Description

#### Purpose

To provide technical support for students and staff in IT and AV facilities within our Burnley campuses.

#### Duties

1. To provide technical support for a range of IT and AV facilities, ensuring effective and efficient use of resources in designated areas.
2. To prepare equipment and workshop resources for use by students and staff.
3. To provide help, support, guidance and advice, for example through demonstrations or inductions to staff and/or students in a group or individually, on the use of equipment and the associated skills, techniques and operating procedures.
4. To be responsible for fault reporting, maintenance and development of equipment and facilities, including daily checks, ensuring they are maintained in a safe, clean, secure and tidy condition.
5. To deputise for the senior technician as required by the technical manager.
6. To support the senior and technical manager in liaison with academic and service staff to monitor and develop the service in line with academic requirements and University objectives.
7. To support and undertake installations, maintenance, and re/configuration of equipment and/or relevant software, including the introduction of new technologies, procedures and practices.
8. To coordinate stock checks and inventory management activities in line with University procedures including administrative tasks relating to the procurement and disposal of inventory assets.
9. To ensure appropriate records and logs are kept, by implementing Health, Safety and waste disposal procedures according to University guidelines. To advise the relevant line manager or named responsible individual of any risks to or breaches of these procedures.
10. To assist with and carry out Health and Safety risk assessments for designated facilities as required.
11. To assist staff and students undertaking research, exhibitions and Knowledge Transfer/income generating activities.
12. To work on specific technical projects as the business requires.
13. To demonstrate and provide a consistently high level of customer service to staff and students.
14. To demonstrate flexibility and commitment to the University and LIS mission statements, policies and development plans.
15. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.

16. To carry out other such duties as may reasonably be associated with the grade and a role of this nature.
17. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
18. Working closely with the School of Computing & Psychology to provide dedicated IT AV support for specialist facilities where required.

## Person Specification

### Knowledge, Skills, and Behaviours (Essential)

- Experience of IT or AV technical support in a customer facing role (Application/Interview).
- Experience of instruction or demonstration of digital equipment (Application/Interview).
- Experience in the use of IT or AV equipment (Application/Interview).
- A 'Levels, equivalent secondary qualification, or relevant industry experience (Application).
- Ability to analyse and solve IT or AV technical support queries of varying complexities (Application/Interview).
- Good customer service and communication skills both written and verbal (Application/Interview).
- Work independently and cooperatively within a diverse team (Application/Interview).
- Understanding of Health & Safety procedures with respect to the work environment. Ability to work safely at all times (Application/Interview).
- A commitment to quality and attention to detail, ensuring high standards in both personal and team outputs. Effectively plans, prioritises, and organises workload, balancing personal tasks and team responsibilities. Excels in building productive relationships, liaising seamlessly with colleagues and customers to achieve shared goals. (Application/Interview).
- Ability to undertake manual handling to varying weights and sizes (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of: Achieving Together, Being Proud, Creating Opportunity and Supporting All; as a framework for decisions, actions and behaviours (Application/Interview).

### Knowledge, Skills, and Behaviours (Desirable)

- Experience of team leadership and/or staff supervision (Application/Interview).
- Experience of helpdesk/support call management and logging software (Application/Interview).
- Experience of working in a further or higher education environment (Application/Interview).
- Post-secondary qualifications in a technical, IT or Media Technology related discipline (Application)
- Specialist knowledge in particular software applications, server systems, AV/IT hardware or virtualisation (Application/Interview).