

IT AV Technician – Learning and Information Services – Grade E

Job Description

Purpose

This role will contribute to University staff and students making effective use of appropriate technologies to support approaches to learning and teaching. To accomplish this, the postholder will provide support in delivering and maintaining a range of multimedia, IT AV, and learning technologies across the University.

Duties

1. Provide support for University Schools and Services in the operation of a range of learning technologies and IT AV facilities.
2. To prepare and maintain equipment, resources and facilities 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 and undertake installations, maintenance and re/configuration of equipment and/or relevant software, including the introduction of new technologies, procedures and practices.
7. 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.
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 assist with and carry out Health and Safety risk assessments for designated facilities as required.
10. To assist staff and students undertaking research, exhibitions and Knowledge Transfer/income generating activities.
11. To work on specific technical projects as the business requires.

12. To demonstrate and provide a consistently high level of customer service to staff and students.
13. To demonstrate flexibility and commitment to the University and LIS mission statements, policies and development plans.
14. 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.
15. To carry out other such duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Good customer service and communication skills, both written and verbal, and the ability to liaise effectively with customers and colleagues (Application/Interview).
- Experience of IT and AV technical support in a customer facing role and of instruction and demonstration of IT and AV equipment (Application/Interview).
- A Levels or equivalent or equivalent experiential learning (Application).
- Ability to analyse and solve IT and AV technical support queries and the ability to fault find with the use of technical schematic diagrams (Application/Interview).
- Familiarity with AV and IT connectivity (Application/Interview).
- Ability to work with initiative and independently and to work co-operatively within a team (Application/Interview).
- An understanding of Health & Safety procedures with respect to the work environment, and the ability to work safely (Application/Interview).
- Ability to plan, prioritise and organise own workload (Application/Interview).
- Ability to manually handle objects of varying weights and sizes (Application/Interview).
- Awareness and understanding of confidentiality (Application/Interview).
- Attention to detail and concern for quality of work of both the team and self (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 working in a further or higher education environment (Application/Interview).
- Experience of helpdesk/support call management and logging software (Application/Interview).
- Undergraduate degree in a technical, IT or Media Technology related discipline or equivalent experiential learning (Application).