



University of
Central Lancashire
UCLan

Candidate Pack

IT & AV Technician

Where opportunity
creates success

Our Strategic Plan

The University of Central Lancashire is the international, multi-campus university tracing its roots back to 1828 and leading the way in modern learning today.

Our Vision

We transform lives by delivering an outstanding educational experience, creating prosperity and opportunity in the communities we serve.

Our Strategy

Our strategy is founded on six priorities for the next seven years, taking us up to our 200-year anniversary, in 2028.

Priority 1 - Student Opportunity and Success

Priority 2 - Leading the Way in Modern Learning

Priority 3 - Our People Experience

Priority 4 - Real-world Research and Innovation

Priority 5 - Our Place in the World

Priority 6 - Future-proofing our University

[Find out more](#)



University Key Facts

The University has a staff and student community approaching 38,000 people.

At the heart of our campus development plans is the creation of a c.£60 million student centre and new square.

We are the largest university in Lancashire and the third largest in the North West.

We received silver status in the first ever TEF assessment.

We ranked top in the north and fourth nationally for the number of graduate start-up businesses created - Higher Education Statistics Agency (HESA).

The Centre for World University Rankings 2021-22 (CWUR) has placed UCLan in the top 7% of universities worldwide.

Fashion is ranked 1st in the North West and 2nd overall in the UK. Drama and Dance is ranked 1st in the UK. (The Guardian League Table 2021).

The University of Central Lancashire (UCLan) has come top of a national wellbeing league table - 2020 Student Welfare League Table.

To find out more about UCLan, visit uclan.ac.uk

What UCLan can offer you

A welcoming and inclusive environment.

A full-time annual holiday entitlement of 30 days (Professional Services staff) or 35 days (Academic Staff), in addition 8 statutory public holidays and 4 discretionary University days.

All employees have access to a pension scheme.

Range of travel discounts, including CycleScheme and rail tickets.

Access to UCLan's Ofsted regulated pre-school and nursery, to help with childcare.

Access to UCLan's Sir Tom Finney Sports Centre with competitive membership packages.

Staff network groups, promoting equality and diversity.

Training and development opportunities.

Multi Faith Centre.

Group Life Assurance.

Find out more

Hear what some of our current staff have to say about working at UCLan - visit uclan.ac.uk/work

Establishing our working culture

The UCLan Values define a framework for the decisions, action and behaviour and they are a promise to people about how they will be treated. These are currently being embedded into the recruitment of new staff, appraisals, promotion and reward, and have been defined as:

The UCLan Values

Achieving Together

We achieve our ambitions through teamwork and collaboration.

Being Proud

We take responsibility and professional pride in the quality of our work.

Creating Opportunity

We proactively create and seize every opportunity to flourish in education, at work and for life.

Supporting All

Everyone matters. We show support, respect and compassion to our students, colleagues and communities.

Job Description

Job Title	IT AV Technician
School/Service	Learning and Information Services
Grade	Grade E
Responsible to	Senior Technician
Responsible for	No supervisory responsibilities

Job Purpose:

This role will contribute to UCLan staff and students making effective use of appropriate technologies to support effective approaches to learning and teaching . To accomplish this, the holder will provide support in delivering and maintaining a range of multimedia, IT AV and learning Technologies across UCLan. This role will be required to help support other technical teams in delivery and support of specialist labs and facilities.

Main Duties and Responsibilities

1. Provide support for UCLan 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

Job Title	IT AV Technician
School/Service	Learning and Information Services
Grade	Grade E

Attributes	Essential	Desirable	Measured By
Work Experience	<p>Experience of providing support in a customer facing role.</p> <p>Experience installing audio visual equipment</p> <p>Experience of instruction and demonstration of technical equipment</p>	<p>Experience of working in a further or higher education environment.</p> <p>Experience of helpdesk/support call management and logging software</p>	
Education/Qualifications	A'Levels, equivalent secondary qualification, or relevant industry experience	Post-secondary qualifications in a technical, IT or Media Technology related discipline	
Skills/Abilities	<p>Ability to analyse and solve IT and AV technical support queries.</p> <p>Ability to understand and fault find IT and AV equipment</p> <p>Experience of Web conferencing eg. MS Teams, Zoom</p> <p>Good customer service and communication skills both written and verbal</p> <p>Participate and work effectively as a member of a team</p> <p>Ability to work with initiative and independently and to work co-operatively within a diverse team</p>		

	<p>Understanding of Health & Safety procedures with respect to the work environment. Ability to work safely at all times</p> <p>Ability to plan, prioritise and organise own workload and that of others</p> <p>Ability to liaise effectively with customers and colleagues</p> <p>Ability to manually handle objects of varying weights and sizes</p>	
Personal Details	<p>Awareness and understanding of confidentiality</p> <p>Attention to detail and concern for quality of work of team and self</p> <p>Commitment to personal and professional development</p> <p>Demonstrate a flexible approach to work and working hours</p> <p>An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail and Trust, as a framework for decisions, actions and behaviours.</p>	