JOB DESCRIPTION

Job Title: Digital AV Technician

Grade: SG6

Department: Information and Library Services / Digital Service Delivery

Responsible to: Head of Digital AV Solutions

Responsible for: n/a

Key Contacts: Head of Digital AV Solutions, Senior Digital AV Team Leader, Digital AV Apprentice

Standard Occupational Classification (SoC code): <<Please Insert>>

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE
A campus based technical role responsible for the deployment, configuration, maintenance, and support of audio-visual solutions used for teaching and learning, meetings, and live events.

Working closely with IT support teams to ensure the teaching and learning facilities across the university are monitored, supported, and maintained to the highest possible standard.

Technical support for on-campus, online and blended learning and teaching.

Asset management of AV equipment and providing technical support for events at all campuses.

KEY ACCOUNTABILITIES
Team Specific:
- Deployment, configuration, maintenance, and support of audio-visual solutions used for teaching and learning, meetings, and events.
- Provide ongoing AV support and knowledge transfer to the IT Support team.
- A subject matter expert taking ownership of diagnosing any modern AV technology and associated networked control system issues, including remote management and conferencing systems.

- Managing the process to undertake regular inspections of AV technology in learning spaces, working collaboratively with the Senior Digital AV Team Leader and Digital AV Apprentice to take appropriate remedial action and documenting details.
- Managing and providing AV/IT support and technical facilitation for events hosted at the university when required.
- Work collaboratively with other IT teams to resolve issues using clearly defined IT Service Management processes.
- Provide event support (onsite, hyflex or online).
- Second line level support for session capture, using Panopto and MS Teams.
- Support the university's Digital Signage solution ONELAN.
- Production and editing of video content, to be consumed in various formats via multiple platforms.
- Production and review of user documentation or online information.
- Keep up to date with innovative technologies and maintain awareness of current digital trends.
- Undertake training provided by AV manufacturers, AVIXA and other service providers and self-development using bench testing room
- Asset management of AV equipment.
- Working at all campuses on a rota basis.
- Working an 8-hour day between 8:00am and 6:00pm on a rota basis, and beyond these hours on an overtime basis (including weekends) when required, especially during busy periods such as start of term and to support university events such as Open Days.

Generic:
- To establish and maintain professional working relationships with colleagues within the University at all levels and with external organisations, suppliers, and individuals.
- To identify and prioritise service improvement, aligning this with the Digital Strategy.
- Liaise closely with relevant staff to share and develop best practice and contribute to staff training and development activities.
- To always act fully in the interests of the University.

Managing Self:
- Excellent communication, collaboration, and facilitation skills.
- Logical, self-motivated, flexible, and able to manage change.
- Strong digital AV and IT skills with a commitment to continually develop these.
- Excellent organisational, planning and time management skills.

- Engage in professional development opportunities to keep skills relevant.
- Work to deadlines and project timelines.
  Carry out other duties as may from time to time be reasonably required across the service.
  Work collaboratively to drive changes and improvements that support the required outcomes of the Digital Strategy.

Core Requirements:
- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:
Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:
- The team meets or exceeds its agreed service level targets (SLTs)
- Receive a high level of ongoing positive user feedback.
- The team contributes positively to the successful delivery of directorate and wider university KPI's.

KEY RELATIONSHIPS (Internal & External):
- Digital AV Apprentice
- Senior Digital AV Team Leader (Team resource co-ordination)
- Head of Digital AV Solutions
- IT Support Manager
- IT Support Analysts
- IT Support Specialists, Drill Hall IT Team and all other ILS teams
- Third party AV integrators and suppliers.
- Partner Universities via the Medway shared service

- Key contacts from all faculties and directorates
- Relevant sector networks such as LTSMG, SCHOMS & UCISA

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria
- Providing specialist support for the latest AV technology and associated control systems including Extron, QSC DSP and AV distribution via HDBaseT, AVoIP and Dante including diagnosis of complex faults and on-going maintenance requirements.
- Provision and support for lecture capture and video streaming solutions.
- Managing the AV support for events and conferences.
- Remote management of AV control systems.
- Video and audio production, editing, and basic video camera operation.
- IT diagnostic skills including the use of remote support tools.
- Working with colleagues at all levels.
- Monitoring your own performance to meet Service Level Targets.
- Supporting non-Windows devices.
- Working collaboratively with other teams to resolve second line level issues.
- Effective use of IT Service Management processes.
- Knowledge of the university's IT systems and services.
- Experience working in a pressured IT service delivery environment.
- Providing end user training.

Desirable Criteria
- Experience of working within an environmental sustainability context.
- Working in a service delivery role in Higher Education.
- Use of ITIL aligned service desk software.
- Social Media streaming.

SKILLS:

Essential Criteria
- Subject matter expert technical knowledge and ability to diagnose AV system issues through testing and referring to system diagrams.
- Excellent communication and collaboration skills.

- Using ITIL-aligned HALO Service Desk tools.
- Ability to gather facts and analyse situations.
- Excellent organisational skills and the ability to prioritise and manage a wide and varied workload.
- Proven IT diagnostic skills including the use of remote support tools.

Desirable Criteria
- Basic control system programming (Extron GCP).
- Basic DSP design creation (QSC)

QUALIFICATIONS:

Essential Criteria
- Educated to degree standard or equivalent experiential learning within a relevant technical, educational or business discipline.

Desirable Criteria
- Membership of a relevant professional organization (AVIXA, LTSMG, SCHOMS & UCISA)
- AV industry recognised qualification.
- ITIL certification.

PERSONAL ATTRIBUTES:

Essential Criteria
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria
- Full driving license.