



Job Description

Job title:	AV Support Technician
Department/School:	Computing Services (BUCS)
Grade:	5
Location:	University of Bath

Job purpose

Provide professional, effective, knowledgeable and rapid Audio-Visual (AV) and IT support to staff and students as needed in the academic environment.

Triage, resolve or escalate support calls within agreed timescales using IT Service Management principles and logging systems.

Provide support for the operation and maintenance of equipment in the physical teaching environments.

Provide support for events and teaching, including setting up and operating equipment (including studio operations) and recording, editing and processing media.

Source and nature of management provided

AV Supporter.

Staff management responsibility

None, although occasional team co-ordination may be required as designated 'Technician on Duty' for event support.

Special conditions

Core University business hours are 9.00 am – 5.20 pm, Monday to Thursday, and 9.00 am – 5.10 pm, Friday.

Hours of service for the unit are 8.00 am to 10.00 pm, Monday to Friday with occasional weekend work so a flexible approach to work will be required to ensure that all duties are covered. A shift system is in place to ensure adequate cover is provided.

This role will involve frequent handling of heavy objects/materials and occasional heavy lifting. The post-holder may be required to respond to urgent requests at short notice and so will need to be mobile across campus

The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

Main duties and responsibilities	
1	Assist in the setting up, operating, editing and processing of lectures and events (including studio operations) using a range of specialist AV hardware and software.
2	Receive and handle requests for support following agreed procedures. Respond to requests for support by providing information to enable incident resolution and promptly allocate unresolved calls as appropriate. Maintain records and advise relevant persons of actions taken.
3	Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures including the maintenance of AV systems in teaching areas.
4	Develop, document and implement changes based on requests for change whilst applying change control procedures.
5	Undertake commissioning of new technical areas including specialist AV and IT equipment, control systems, and audio induction loops.
6	Maintain a knowledge of specific technical specialisms, and provide advice regarding their application.
7	Install or remove hardware and/or software, using supplied instructions and tools conducting tests, correcting malfunctions, and documenting results in accordance with agreed procedures. Provide assistance to users in a professional manner following agreed procedures for further help or escalation and contribute to the development of installation procedures and standards.
8	Assist in the delivery of specific projects when required, drawing on available resources to provide recommendations, designs, costing, deployment and technical testing.
9	Identify and resolve issues with applications, following agreed procedures and carry out agreed applications maintenance tasks.
10	Take responsibility for own workload and keep others informed, highlighting potential problems and suggesting solutions to ensure continuity of service delivery.
11	Assist in processing, editing, production and archiving of audio visual material using a range of digital tools and software.
12	Communicate effectively with customers, team members and colleagues across the University.
<p>In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.</p> <p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.</p> <p>Some occasional travelling may be required, for example to user groups or conferences.</p>	



Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Educated to A level or equivalent qualification or experience in a related field	✓	
ITIL (Version 3 or later) Foundation Level		✓
AV specific qualifications such as Infocomm CTS or AV Control Systems Programming qualifications		✓

Criteria: Knowledge and Experience	Essential	Desirable
Experience of providing IT or AV support (1 st & 2 nd tier) and the processes associated with it, ideally in an academic environment	✓	
Knowledge of computer hardware including, desktop PCs, laptops and mobile devices	✓	
Knowledge of specialist AV hardware and software	✓	
Experience of installing, and using one or more computer operating systems such as Microsoft Windows, Mac OS and Linux	✓	
Knowledge of IT networking		✓
Experience of using an IT Service Management system to manage, allocate and monitor support tasks		✓

Criteria: Skills and Aptitudes	Essential	Desirable
Technical competence and proven troubleshooting skills	✓	
Excellent organisational skills	✓	
Excellent interpersonal and communication skills	✓	
Ability to troubleshoot a multitude of hardware and software problems and to learn / adapt to new technologies	✓	
Ability to work with HE staff at all levels	✓	

Ability to assimilate new support tasks, while retaining and developing established ones	✓	
Ability to adapt communication style to suit the audience	✓	
Ability to work within a changing business and technical environment	✓	
Ability to deal with confidential and sensitive information with tact and discretion	✓	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.