

## JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF34504
<b>Post Title:</b>	Junior AV Support Technician
<b>Grade:</b>	Grade 4
<b>School/Department:</b>	Digital Technology Services
<b>Reports to:</b>	AV Support Manager

### Purpose

The AV Support Team supports, maintains, and develops corporate applications used for Teaching and Learning (such as VLE and Lecture Capture), including technical support, testing for software releases, and planning of major upgrades. The team also provides support for the University's AV equipment and works closely with IT Business Partners and system suppliers to identify and respond to changing customer demands and development opportunities. The team are responsible for providing support to the University's busy calendar of events including Clearing and Welcome Week, online and on-campus events, external speakers and large-scale conferences and seminars.

A Junior AV technician will directly support the installation, operation and maintenance of the technology used in teaching and learning at the University for staff and students as part of a professional and effective support service within agreed service levels.

This role will work very closely with the Teaching Spaces Technology team and will work interchangeably between teams as required.

### Main duties and responsibilities

1. Assist in the installation and set-up of AV equipment in accordance with standard configuration and design
2. Update remote monitoring system with equipment details relating to installations.
3. Provide technical support to AV Support Team customers (covering technology such as PCs, AV equipment, videoconferencing, Microsoft Teams Live Events, live streaming, lecture capture and voting systems)
4. Work with others in the AV team to ensure that operational processes and facilities relating to the support of AV equipment are documented and maintained
5. Investigate and resolve requests, incidents and problems relating to AV equipment, in accordance with agreed SLA targets
6. Take ownership of incidents and follow up the status of problems on behalf of the customer and communicate progress in a timely manner
7. Refer more complex queries to senior members within the team
8. Assist in maintaining accuracy of Knowledge Base and Known Error Database
9. Monitor the service management system for tickets assigned to the queue and process first-in first-out based on priority ensuring that target dates are correctly recorded

10. Document new fixes and workarounds and ensure these are added to the Known Error Database
11. Document processes and responses to frequently asked questions in the Service Desk Knowledge Base
12. Perform day-to-day monitoring and routine maintenance on AV equipment as directed to ensure that they are fit for purpose and able to meet the customer demands
13. Operate AV equipment during key events, workshops, and conferences

Be able to demonstrate the use of AV equipment to colleagues and customers

**N.B. some manual handling and ladder work will be required**

**Supervision received**

The post holder will report to the AV Support Manager who will give the broad outline of work requirements. The post holder will be expected to work under supervision to meet targets and deadlines.

**Supervision given**

None

**Contact**

The post holder will mainly work with others in the AV Support Team, the Teaching Spaces Technology team, User Support team, the IT Service Desk, DTS Partners, students and staff across the University but will also be required to work with others within the University (such as VenueReading and the Events team) in the support of conferences, online events, workshops, public lectures, workshops, and other events.

**Terms and conditions**

Full-time, permanent role. The University of Reading's standard Support Staff terms and conditions will apply. In addition, the post holder will be expected to cover evening and weekend events for which overtime payments will be made. Cover for such events is spread throughout the AV Support Team.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed: December 2020**

# PERSON SPECIFICATION

Job Title	School/Department
Junior AV Support Technician	Digital Technology Services

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Good team working ability</li> <li>• Excellent communication skills, both written and verbal</li> <li>• Ability to work effectively under pressure</li> <li>• Practical skills in relation to IT/AV equipment</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Willingness to undertake AV training and certification</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Certified Systems Engineer</li> <li>• ITIL certification to Foundation level</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of AV systems</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Incident Management frameworks such as ITIL</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with PC hardware and software</li> <li>• Experience of supporting AV equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Familiar with a University or FE environment</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Commitment to the values of the University</li> <li>• Evidence of continuing personal development and training</li> <li>• Helpful, diplomatic manner to deal with anxious and stressed customers</li> <li>• Excellent customer service</li> </ul>	

Completed by: Eleanor Draycott	Date: December 2020
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