JOB DESCRIPTION

Department: Information Technology,
Job title: Audio Visual Technology Officer
Post Grade: 7
Responsible to: Audio Visual Manager

Summary of Responsibilities:

- Responsible for managing the day to day service of setting up Audio Visual and IT equipment and provide leadership to the AV technician team.
- Responsible for managing the maintenance schedule of Audio Visual equipment.
- Responsible for testing of equipment prior to events and trouble-shooting any problems that may arise before or during an event in a logical and timely manner.
- To arrange, test and operate complex AV set-ups including live events, video conferencing, web streaming and recording.
- To assist the Audio Visual Manager with research and assessment of new equipment/services and keep up to date with advances in Audio Visual and related technologies.
- Expected to assist academic staff in the creation of presentation materials, provide technical advice and training to the teaching staff on matters of equipment use and suitability.
- Expected to Build and develop effective relationships, processes and communication methods with other areas of the RHUL IT, the rest of the business and key suppliers & partners.
- Other general AV/IT support activities, as required.

Main Tasks of the post are:

1. To be responsible for planning and logistics for the deployment of portable AV equipment. Ensuring we can meet the requirements of teaching and events.
2. To assist the Audio Visual Manager in the design, planning and delivery of a range of projects and new initiatives to improve the function, performance and reliability of the AV systems.

3. To be responsible for the timely maintenance and testing of installed and portable Audio Visual equipment.

4. To be responsible for the day-to-day operational and technical management of Audio Visual support Team. Oversee scheduling, prioritisation and timely completion of planned works and incidents/call outs.

5. Resolve complex technical issues and provide technical leadership in response to queries from across the business.

6. To build strong working relationships with professional service departments to support the delivery of events & projects.

7. To have a collaborative, business driven and customer focused approach building good relationships with end users.

8. Contribute to the future strategy and plans for the Audio Visual service.

9. To undertake the routine monitoring of the performance of AV systems for troubleshooting, pre-emptive problem identification and capacity planning purposes.

10. To assist the Audio Visual Manager when liaising and negotiating with external suppliers, including the preparation of tender and project specifications, for the procurement of new equipment, software and services.

11. To liaise with other Information Services staff on issues relating to the Audio Visual systems.

12. To contact and liaise with other departments within RHUL to provide detailed technical advice on systems and issues.

13. To contribute to the compilation and presentation of documentation and service performance statistics for centrally managed IT facilities.

14. To keep abreast of new technologies which are of possible long-term benefit to RHUL and to develop such skills as are required to remain effective in this role.

15. To undertake any other tasks reasonably requested by the Audio Visual Manager.

Key Performance Indicators:

- Effective completion of daily work requests.
- Proactive risk management.
- Customer satisfaction
- Line manager’s satisfaction and feedback from other members of the RHUL IT team, customers and strategic partners on:
  - Communication.
- Quality of work.
- Speed and effectiveness.
- Quality of collaboration and relationships.
- Customer focus

**Person Specification:**

- Strong technical skills across a range of technologies
- Business and customer focus
- Ability to manage expectations and meet deadlines.
- Ability to plan forward and to analyse possible outcomes.
- Energy and enthusiasm, “Can do” attitude – good team work.
- Drive to succeed and deliver.
- Excellent verbal & written communication skills.
- Strong problem management and problem solving skills.
- Good interpersonal and consultative skills.
- Good time and resource management skills
- Leadership skills.

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