



Candidate Information

Position:	Media Support Technician
School/Department:	Learning and Teaching Support
Reference:	19/108000
Closing Date:	Thursday 12 December 2019
Salary:	£24,461 to £28,331 per annum.
Anticipated Interview Date:	Thursday 9 January 2020

JOB PURPOSE:

To work as part of a team providing audio visual solutions to University staff with significant input into the design and specification of teaching environments and specialist facilities.

MAJOR DUTIES:

1. Providing high quality technical and operational support for University staff using learning and teaching resources and facilities in Schools and over 250 centrally booked teaching rooms.
2. Utilise technical knowledge and experience in media presentation to understand concepts and interpret the requirements of staff, students, and external commercial clients.
3. Support centralised networked PC based teaching stations throughout the campus.
4. Provide a delivery and collection service for audio visual including an emergency rapid response 'help' service.
5. Provide detailed audio visual instruction and advice to University staff at all levels, drawing upon depth of knowledge, skills, experience and expertise.
6. Based on specialist technical knowledge and expertise, prepare audio visual materials to meet the varied and specific needs of teaching, research and University PR.
7. Provide specialist technical/operational support, advice on video, audio and web conferencing.
8. Some input into the design and specification of learning and teaching environments.
9. Input into recording details of stock, inventory, and teaching room equipment database.
10. Monitor and maintain a safe working environment in accordance with Health and Safety procedures.
11. Other duties which are appropriate to the post as may be reasonably requested by line management.

Planning and Organising:

1. Plan work and responsibilities over the short-medium term, with an awareness of longer term issues.
2. Prioritise much of own work within a general plan to meet deadlines and quality standards.
3. Some input into the planning of teaching and learning environments.

Resource Management Responsibilities:

1. Take delegated responsibility for the general maintenance of audio visual/media equipment and software.
2. Contribute towards the maintenance of current and future stock requirements of audio visual equipment and consumables.
3. Train staff and students in the basics of audio visual presentation and media equipment.

Internal and External Relationships:

1. Communicate and liaise with students and staff at all levels about the media support service, including media presentation equipment on a range of issues and projects covering teaching, research and University PR.
2. Communicate with external suppliers and service providers as required.
3. Communicate with a range of external clients on specific commercial contracts and projects.

ESSENTIAL CRITERIA:

1. * OND/ONC, NVQ 3 or equivalent qualification in a subject related to electronics or computing.

2. * At least three years recent relevant work experience in a professional Audio Visual (AV) environment.
3. * Demonstrable experience of designing, installing, maintaining and supporting AV solutions.
4. * In-depth knowledge of and experience of supporting video conference systems and web based conferencing.
5. * Experience of providing user based computer support.
6. * In-depth knowledge of and experience of using digital and analogue AV equipment, in particular presentation systems.
7. * Experience of maintaining and supporting networked PC's, onsite and remotely.
8. * In-depth knowledge of PC computers, laptops and the Windows operating system.
9. * Good working knowledge of video compression and streaming file formats.
10. Knowledge of Microsoft Office 365 applications.
11. Good communication skills.
12. Must be approachable and customer focused.
13. Must have a current valid driving licence.
14. Must be prepared to work evenings and weekends, when required.
15. Ability to work at heights.

DESIRABLE CRITERIA:

1. Experience of PC desktop image management.
2. Experience of delivering AV training solutions.
3. Experience of supporting AV in an educational environment.
4. Experience of supporting AV in a 'live' classroom environment.
5. Experience of providing AV solutions for conferences and events.
6. Good working knowledge of (professional) media production equipment and associated industry standard software.
7. Awareness of developing trends in AV and their potential application in an educational environment.
8. Good understanding of relevant regulation and procedures including Health and Safety requirements.