Candidate Information

Position: Senior AV Support Technician
School/Department: Learning and Teaching Support
Reference: 21/109425
Closing Date: Monday 17 January 2022
Salary: £28,756 - £33,309 per annum
Anticipated Interview Date: Tuesday 1 February 2022

JOB PURPOSE:

The successful candidate will be working as a Senior Audio Visual (AV) Technician to support the AV services across the University, providing technical expertise to user groups and colleagues in troubleshooting faults and provisioning new AV services.

The role involves working with suppliers to troubleshoot and/or replace faulty equipment, and to arrange and facilitate installation of AV systems.

As a Senior Technician, the post holder will be expected to lead a small team and provide expertise and guidance in troubleshooting more complex AV faults, as well as providing reports to the line management.

MAJOR DUTIES:

1. Provide support and assistance to user groups in teaching and learning spaces, meeting spaces, function rooms, and signage screens.
2. Take part in monitoring and responding to support enquiries received via email, telephone, and service desk management system.
3. Set up and operate Audio Visual equipment for events in supported spaces (Data projectors, input/output/control connectivity points, audio mixers and wired and wireless microphones, PTZ cameras, whiteboard camera) and assist users by providing guidance on how to use the equipment.
4. Attend to and troubleshoot AV faults, install replacement equipment to allow the continuity of teaching and collaboration sessions, and liaise with suppliers to escalate reports of faulty equipment and process replacements under warranty.
5. Install and commission new AV and video conferencing equipment in small scale, and liaise with external suppliers to facilitate and oversee the installation and commissioning of larger AV projects to completion and testing.
6. Troubleshoot simple Windows PC faults, and supported Windows/Office 365 applications (Microsoft Teams) within the teaching/meeting environments.
7. Install and program AV control systems (push button controllers, presentation switchers/Matrix scalers, Data Projectors and large format display screens.
8. Coordinate with the team the roll out of AV and supported technology upgrades in supported teaching and meeting spaces, including but not limited to: PC, monitors, cameras, microphones, user guides, installation of Windows PC image and associated applications.
9. Support the AV requirements for the live streaming/recoding of major university events (e.g. Graduation).
10. Participate in project-led development work by identifying suitable AV kit and components, and liaise with contractors to provide an input into the installation of any enabling infrastructure required for AV upgrades.
11. Coordinate with the team, equipment loan and hire to the University departments (PA, Data Projectors, VC systems) when requested in advance.
12. Update inventory records and provide any relevant fault and maintenance reports to the line management.
13. Provide support and expertise to team members and assist colleagues developing skills in relevant areas.
14. Ensure the upkeep of AV, supported technology including Windows computers, and user guides in supported teaching and meeting spaces.

15. Commute to University sites using the department's vehicle to carry out relevant duties.
16. Provide a reasonable level of availability for occasional out-of-hours work, and during high-profile events.
17. Adhere to the University guidelines and carry out all activities in line with the University regulations and present a professional image of Queen's University Belfast's core values: https://www.qub.ac.uk/about/Leadership-and-structure/Core-Values/.
18. Carry out any other relevant duties as required to maintain the operation of the University business.

Planning and Organising:
1. Carry out tasks and prioritise standard duties to meet timescales and ensure continuity of service (delivery of teaching, functions/events, meetings).
2. Coordinate the team's activities and schedule tasks as required. May refer to the section's management for prioritising and scheduling of non-standard work.
3. Maintain supply levels of small and critical equipment to ensure a speedy replacement of faulty equipment.

Resource Management Responsibilities:
1. Have responsibility for the availability and security of AV in teaching, meeting, and function spaces.
2. Maintain supply levels of small and critical equipment to ensure a speedy replacement of faulty equipment.
3. Update inventory records and service reports.

Internal and External Relationships:
1. Daily contact with team members, the section's management, user groups (University staff, students, and guests).
2. Regular contact with external suppliers and contractors.
3. Build relationships with colleagues/organisations within the sector to develop knowledge sharing.

ESSENTIAL CRITERIA:
1. A minimum of HNC or equivalent in a relevant field and 3 years' recent practical experience installing, commissioning, and programming audio visual solutions in a project-oriented setting.
   OR
   A minimum of 4 years' experience in the installation, commissioning, programming, and support of Audio Visual in a project-oriented setting.
2. In-depth working knowledge of pro-AV technologies including but not limited to: digital display systems, signal switching, scaling and
   distribution, audio and PA, control systems, media capture, digital signal processing, and data projectors.
3. In-depth experience in the installation and troubleshooting of data projectors in a variety of environments, and experience utilising a combination of connectivity technologies i.e. HDBaseT.
4. Practical experience in programming and configuring presentation and Matrix switchers/scalers, AV push button controllers (Extron/Kramer), signal transmitters, convertors, receivers, audio mixers and microphones.
5. Good working knowledge of video conferencing and/or unified communication end points, and peripheral devices such as PTZ cameras, soundbars, and expansion microphones.
6. Understanding of the use of Windows PC and online meeting applications (MS Teams, Zoom) and connected AV (Web cams, Mics etc.) to deliver multimedia content.
7. Experience in installing and handling AV equipment in accordance with health and safety guidelines, independently or as part of a team.
8. Experience in completing technical documentations in a project-led delivery of installation of AV solutions.
9. Good knowledge of digital signage solutions, and video wall image processing.
10. Able to demonstrate attributes of taking the initiative to contribute ideas and solutions in a relevant work environment.
11. Able to provide a reasonable level of availability to work evenings and weekends when required.
12. Must have a full valid driving licence, or the ability to fulfil the mobility requirements of the post.
13. Possess the ability to present a professional image of Queen's University Belfast.

DESIRABLE CRITERIA:
1. Experience setting up and configuring the following:
   a. Dante Audio solutions.
   b. Audio DSP.
   c. Control Processors programming and deployment of user interface on touch control panels, particularly Extron.
2. Current or prior relevant vendor certification or professional industry certification.

3.   Experience in leading a team on a regular basis, or through project related work.