

Candidate Information

Position: Audio Visual Support Officer
School/Department: Learning and Teaching Support
Reference: 22/110441
Closing Date: Monday 9 January 2023
Salary: £29,619 - £34,308 per annum
Anticipated Interview Date: Wednesday 25 January 2023
Duration: Permanent and Fixed Term for one year

JOB PURPOSE:

The successful candidate(s) will be working as an Audio-Visual Support Officer to support the installation and the operation of AV services across the University, providing technical expertise and guidance to user groups and colleagues in troubleshooting faults and provisioning new solutions.

The post holder will be responsible for the on-site delivery of some projects, including the interception and escalation of any issues, and liaison with suppliers and contractors to take mitigation actions when required. The post holder will be working closely with M&E contractors and must be able to interpret any relevant technical documentations and communicate requirements clearly and effectively.

As an Audio Visual Support officer the successful candidate(s) will lead a small team to troubleshoot complex faults and support the logistics and delivery of projects. The role will also involve planning of operational support activities or project support activities, and planning of remedial actions in response to support enquiries to meet the agreed level of business continuity under the department's service level agreement.

The successful candidate(s) will be expected to undertake certifications in key technologies.

MAJOR DUTIES:

1. Provide support and assistance to user groups in teaching and learning spaces, meeting spaces, function rooms, and signage screens areas.
2. Take part in monitoring and responding to support enquiries received via email, telephone, and call management system, and attend to and troubleshoot AV faults, install replacement equipment, and liaise with suppliers to escalate reports of faulty equipment and process RMAs.
3. Participate in the inception of audio-visual projects by conducting site surveys and requirements gathering, and identifying building and infrastructure requirements and dependencies.
4. Manage the on-site delivery of installation works including the planning of logistics, liaison with suppliers and contractors, and interception and escalation of issues, and managing the delivery of any mitigation actions.
5. Produce project documentations such as room layout and elevation drawings, delivery schedules, inventory records, completion reports, user documentation and support/operational guides.
6. 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 cameras) and assist users by providing guidance on how to use the equipment.
7. Troubleshoot simple Windows PC faults, and supported Windows applications (Microsoft Teams).
8. Install and commission new AV and video conferencing equipment in small scale, including the installation and programming of AV control systems, presentation switchers/Matrix scalars, Data Projectors and large format display screens. 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. Coordinate with the team equipment loan and hire to the University departments (PA, Data Projectors, VC systems) when requested
10. Manage the logistics and storage of supplies, and keep records of inventory and change order.
11. Provide support and expertise to team members and assist colleagues developing skills in relevant areas.
12. Commute to University sites using the department's vehicle to carry out relevant duties.
13. Provide a reasonable level of availability for occasional out-of-hours work, and during high-profile events.
14. 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/>
15. Carry out any other relevant duties as required to maintain the operation of the University business.

ESSENTIAL CRITERIA:

1. *A minimum of HNC in Media Production, Audio Engineering, or a relevant subject,
AND
a minimum of 3 years' recent practical experience in delivering audio-visual projects working in a multi-disciplinary team to deliver the installation, commissioning, and programming of commercial-grade audio-visual solutions
OR
*A minimum of 5 years' recent practical experience in delivering audio-visual projects working in a multi-disciplinary team to deliver the installation, commissioning, and programming of commercial-grade audio-visual solutions.
2. *Practical experience in the installation and troubleshooting of data projectors in a variety of environments, and experience utilising a combination of connectivity and transmission technologies i.e., HDBaseT.
3. *Practical experience in configuring presentation and Matrix switchers/scalers, AV control systems, signal transmitters, convertors, receivers, wireless microphones and public address systems.
4. *Experience installing and supporting video conferencing and/or unified communication end points, and peripheral devices such as PTZ cameras, soundbars, and expansion microphones, including Windows PC-led solutions and relevant applications (i.e., MS Teams, Zoom).
5. *Experience in installing and handling AV equipment or supervising AV installations in building sites in accordance with health and safety guidelines.
6. *Experience in completing technical documentations in a project-led delivery of installation of AV solutions, such as layout drawings, elevations, and schematics.
7. *Experience of supervision or line management of junior colleagues in the installation or support of audio-visual.
8. *Experience and competency in translating M&E technical documentations and in following schematics and technical designs within complex audio visual projects.
9. In-depth working knowledge of pro-AV technologies including but not limited to digital display systems, signal switching, scaling and distribution, digital signage, video wall provisioning, and media capture and streaming.
10. Ability to communicate complex information clearly.
11. Demonstrates excellent communication skills.
12. Must be able to demonstrate attributes of taking the initiative to contribute ideas and solutions in a relevant work environment.
13. Must have a full valid driving licence or the ability to fulfil the mobility requirements of the post.
14. Must be flexible to work out of business hours to aid the delivery of major events and/or participate in relevant University business as required.

DESIRABLE CRITERIA:

1. Current or prior relevant vendor certification or professional industry certification.
2. Experience setting up and configuring the following:
 - Dante Audio solutions and Audio DSP.
 - Control Processors programming and creation and deployment of GUI on touch control panels.
3. Experience of leading a project or project related work.