Candidate Information

Position: Audio Visual Support Officer
School/Department: Learning and Teaching Support
Reference: 23/111468
Closing Date: Monday 8 January 2024
Salary: £32,024 - £36,744 per annum
Anticipated Interview Date: Monday 22 & Tuesday 23 January 2023
Duration: Post 1 - Permanent, Post 2 - 4 year Fixed Term

JOB PURPOSE:

The successful candidate will be working as an Audio-Visual Support Officer to support the Audio Visual and Teaching and Learning technologies across the University, by providing technical expertise to user groups and colleagues, troubleshooting faults, and provisioning new solutions.

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 section management.

There are two posts available, one post is available on an open-ended basis, while the other post is available on a 4-year fixed term contract with the possibility of being extended should the requirement continues to be present. Both posts will offer a number of training and certification opportunities with some of the leading manufacturers in audio-visual.

MAJOR DUTIES:

1. Provide support and assistance to user groups in teaching and learning spaces, meeting spaces, function rooms, and all areas containing audio visual technologies.
2. Take part in monitoring and responding to support enquiries received via email, telephone, and call management system.
3. Set up and operate Audio Visual equipment for events in supported spaces including but not limited to, Data projectors, input/output/control connectivity points, audio mixers, wired and wireless microphones, PTZ cameras, whiteboard camera.
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 applications including Microsoft Teams, Microsoft Office Suite, Lecture Capture and VLE applications and plug-ins).
7. Install and program AV control systems (push button controllers, presentation switchers/Matrix scalers, Data Projectors and large format display screens).
8. Coordinate and take part in the roll out of AV and learning 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. Participate in project-led development work by identifying suitable AV kit and components, liaise with contractors and provide an input into the installation of any enabling infrastructure required for AV upgrades.
10. Coordinate and take part in the issuing and setting up of loan AV equipment to the wider University (PA systems, Data Projectors, VC systems) when requested.
11. Update inventory records and provide any relevant fault and maintenance reports to the section's management.
12. Create user guides and deliver user orientation as part of support duties or during handover of new installations.
13. Provide support to other 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 or other means 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.

ESSENTIAL CRITERIA:
1. A minimum of HND or equivalent in a relevant field and relevant recent practical experience installing, commissioning, and programming audio visual solutions in a project-oriented setting, OR, significant experience in the installation, commissioning, programming, and support of Audio Visual in a large organisation and in a project-oriented setting.
2. 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.
3. Practical experience in configuring presentation and Matrix switchers/scalers, AV control systems (Extron/Kramer), signal transmitters, receivers, audio mixers and microphones.
4. Experience in installing and handling AV equipment in accordance with health and safety guidelines, independently or as part of a team.
5. Experience in completing technical documentations in a project-led delivery of installation of AV solutions.
6. 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.
7. Good working knowledge of video conferencing and/or unified communication end points, and peripheral devices such as PTZ cameras, soundbars, and expansion microphones.
8. Good knowledge of digital signage solutions, and video wall image processing.
9. Must have experience in presenting technical information to end users, and experience in delivering training or guidance on use of technology.
10. Must possess the ability to present a professional image when representing the University during engagement with colleagues and visitors.
11. Must be able to demonstrate – from previous experience - attributes of taking the initiative to contribute ideas and solutions in a relevant work environment.
12. Must be able to provide a reasonable level of availability to work evenings and weekends when required.
13. Must have a full valid driving licence, or the ability to fulfil the mobility requirements of the post.

DESIRABLE CRITERIA:
1. Current or prior relevant vendor certification or professional industry certification.
2. Experience setting up and configuring the following:
   - Dante Audio solutions.
   - Audio DSP.
   - Control Processors programming and deployment of GUI on touch control panels, particularly Extron and Kramer.
3. Experience in supervising a team on a regular basis, or through project related work.