Candidate Information

Position: Technical Support Manager - Audiovisual
School/Department: Digital and Information Services
Reference: 24/111814
Closing Date: Monday 13 May 2024
Salary: £46,497 - £60,609 per annum
Anticipated Interview Date: Tuesday 4 June 20024
Duration: Permanent

JOB PURPOSE:

Management of the activities of the Technical Support Team in Media Services and the development of professional media support services that meet the needs of the University making best use of the resources available.

MAJOR DUTIES:

1. Operational management of audio-visual , lecture capture, video production and podcast services and resources to support the delivery of the business of the University.
2. Assist in the financial management of the area and in the procurement of equipment and services necessary to operate the area.
3. Identify issues, trends and problems that will have significant University wide impact.
4. Manage existing and co-ordinate the planning, design, development and implementation of new services and systems. (Including, Teaching Room PCs, audio-visual presentation systems and video and web conferencing facilities.)
5. Report to and participate in relevant university Groups/Committees.
6. Provide leadership and advice to line management for the relevant service area and overall area of expertise.
7. Manage a team of staff to implement the strategies and policies of the University. This includes recruitment, delegation, appraisal, staff development, staff wellbeing and resource management.
8. Lead and participate in collaborative projects with university departments and external service providers to provide services across the University.
9. Contribute to the development and monitoring of divisional and team strategies and plans.
10. Manage and monitor the performance of services and carry out appropriate interventions to meet internal and external requirements.
11. Keep up to date with emerging technologies and their application and best practice in the area.
12. Identify and plan for new service areas and improvements to maximise service quality, efficiency and continuity.
13. Ensure professional and quality standards are maintained and applied within the area.
14. Produce regular reports for senior management including financial reporting.
15. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

ESSENTIAL CRITERIA:

1. *A Degree or equivalent qualification; OR *Evidence of substantial relevant professional experience in a similar role in a large complex organisation.(Large complex organisation is defined as one with an annual turnover exceeding £50 million and 500+ employees).
2. Proven and recent track record of managing a relevant audio-visual team in a large, complex organisation (within the last 5 years) to include:
   • Managing a professional team in a customer focussed support service.
   • Delivering technical support for professional audio-visual, video production and streaming services.
   • Managing the setup, rollout and support of PCs.

3.	*Relevant professional experience to include:
	• Designing enterprise audio-visual solutions.
	• Managing projects implementing audio-visual solutions.
	• Working with architects, contractors and suppliers to plan and deliver audio-visual solutions in a large complex organisation.
4.	**Proven track record of delivering to an operational plan within a strategic budget.
5.	Excellent oral and written communication skills.
6.	Ability to build professional networks and work collaboratively, engaging diverse multi-disciplinary stakeholders.
7.	Excellent interpersonal skills and the ability to communicate effectively with a wide range of stakeholders.
8.	Must be able to operate effectively in a busy workplace environment.
9.	Must have the ability to successfully manage several projects simultaneously.
10.	Must have a full valid driving license, or the ability to fulfil the mobility requirements of the post.
11.	Must be prepared to work evenings and weekends when required in accordance with needs of the post.

DESIRABLE CRITERIA:
1.	Degree, or Higher Degree (or equivalent) in a relevant discipline. (e.g. Education. Engineering, Science, Computing).
2.	Professional Project Management qualification (e.g. Prince2).
3.	Professional experience of managing projects that developed and installed audio-visual resources/solutions for teaching and learning, or training environments.
4.	Proven experience of how new digital technologies can be exploited in the field of audio-visual support and provision.
5.	Experience of writing and presenting reports to senior management.