

Candidate Information

Position: Senior AV Technician (Events Support)
School/Department: Digital and Information Services
Reference: 26/113409
Closing Date: Monday 6 July 2026
Salary: £35,136 - £40,316 per annum.
Anticipated Interview Date: Monday 3 August 2026
Duration: 2 Years

JOB PURPOSE:

The successful candidate will be working as a Senior Audio-Visual (AV) Technician to support the AV services across the University. The role will primarily involve the coordination of AV services (hardware, software and customer services) to support the delivery of live events on the University campus.

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 Queen's University Belfast staff and customers of the Internal AV Events Service across campus event spaces Including Graduation, Institutional Events and Commercial Conferences.
2. Manage and maintain inventory of bookable equipment to support AV Events Service.
3. Manage, schedule and coordinate a small roster of part-time staff required to deliver events.
4. Deliver and facilitate training to aforementioned small roster of staff to competently deliver AV events support.
5. Take part in monitoring and responding to support enquiries received via email, telephone, and service desk management system.
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 camera) and assist users by providing guidance on how to use the equipment.
7. Attend to and troubleshoot AV faults, where appropriate 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.
8. Install and commission new AV and video conferencing equipment in small scale locations and liaise with external suppliers to facilitate and oversee the installation and commissioning of larger AV projects to completion and testing.
9. Troubleshoot simple Windows PC, Mac OS faults, and supported Windows/Office 365 applications (Microsoft Teams) within the teaching/meeting environments.
10. Coordinate with the Media Services 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, and installation of Windows PC image and associated applications.
11. 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.
12. Coordinate with the team, equipment loan and hire to the University departments (PA, Data Projectors, VC systems) when requested in advance.
13. Provide support and expertise to end users 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 support to end users both during traditional mid-week working hours and out of hours windows, including weekends - managing your schedule to suits.
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 HNC or equivalent in a relevant field and recent practical experience supporting live events/conferences ,installing, commissioning audio visual solutions in a project-oriented setting. OR; significant recent experience in supporting live events/conferences, installation, commissioning, 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. *Experience of leading and managing a small support team, and delivering onboarding training as required.
4. Good working knowledge of video conferencing and/or unified communication end points, and peripheral devices such as PTZ cameras, sound bars, and expansion microphones.
5. Understanding of the use of Windows PC, Mac OS and online meeting applications (MS Teams, Zoom) and connected AV (Web cams, Mics etc.) to deliver multimedia content.
6. Experience providing professional level customer support to end users, colleagues from initial event request through to delivery and post-event support.
7. * Experience in installing and handling AV equipment in accordance with health and safety guidelines, independently or as part of a team.
8. An understanding of managing stock levels in a large organisation.
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 components and relevant work environment.
11. Able to offer high degree of flexibility in terms 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:
 - Dante Audio solutions.
 - Audio DSP.
 - Control Processors programming and deployment of user interface on touch control panels.
 - Operation and installation of stage lighting and staging.
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. AVoIP, HDBaseT.
3. Practical experience in operating, programming and configuring presentation and Matrix switchers/scalers, signal transmitters, convertors, receivers, audio mixers and microphones.
4. Current or prior relevant vendor certification or professional industry certification. (e.g. CTS, AVIXA).

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Peter Dobbin - p.dobbin@qub.ac.uk.