Purpose of role

Working as a member of the Campus IT Support Section and as one of the support zone’s Audio Visual (AV) specialists, the role holder will engage in supporting standardised AV technology and IT systems for the core business areas of teaching, research and administration across the University Park campus. Acting as a customer service representative, technical advisor and support technician, you are responsible for supporting both front of house and field service functions.

With emphasis placed on supporting AV and presentation systems (including video conferencing) and lecture recording, you are a motivated and technically minded professional who takes a proactive and customer centric approach to supporting the University’s end-user community, responding efficiently and effectively to all incoming demand for technical and advisory support. You are a quick and confident learner, are keen to engage in supporting developing technologies and are motivated to upskill your portfolio of support capabilities.

In addition to providing specialist AV support, key to this role will be to actively contribute to the day to day IT support function, including front-of-house services (telephone, email, service points) and meeting directly with customers and suppliers in the various locations within the support zone. You have excellent communication skills and can articulate technical problems to all levels of technical literacy. Primary requirements include:

- Act as a point of contact for 1st, 2nd and 3rd line AV and IT related support queries
- Respond efficiently to emergency calls for AV support, diagnosing faults and finding solutions
- Provide advice, guidance and training to customers/colleagues in the use of AV/IT equipment
- Conduct regular and routine maintenance of room-based equipment
- Contribute to Team-based service improvement initiatives
- Support the annual AV and IT refurbishment/upgrade programmes

Routinely managing your own time and work commitments, you are very much a team player that thrives in a demanding environment, but also someone that can identify your own priority tasks that complement the team’s overall performance and balance of work.

### Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>% time per year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> To provide technical and advisory Audio Visual support for the technologies and services installed within the University’s teaching/learning and meeting spaces, primarily within the University Park East zone:</td>
</tr>
<tr>
<td>45%</td>
</tr>
<tr>
<td>- Troubleshooting and resolving customer issues within SLA through the provision of an office-based call out service</td>
</tr>
<tr>
<td>- Assess and enact the most effective course of action whilst working with care and urgency in order to minimise disruption to the teaching schedule</td>
</tr>
<tr>
<td>- Deliver training/overview sessions to users in advance of sessions</td>
</tr>
</tbody>
</table>
- Provide expert diagnosis of integrated AV systems, using communication skills to inform/guide customers to informed decisions
- Provide support for the University’s video conferencing suites including conducting test calls with remote sites, initiation of conference calls, fault troubleshooting/resolution and monitoring call statistics
- Refer to and follow Standard Operating Procedures to perform job duties
- Ensure accurate completion of documentation, records and reports (e.g. call logging, inventory etc.) to ensure quality information provision

<table>
<thead>
<tr>
<th></th>
<th>AV and IT Support – Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Conduct regular preventative maintenance checks on centrally managed AV/IT equipment and services and maintain accurate records to ensure the safety, serviceability, performance standards and reliability of equipment is maintained</td>
</tr>
<tr>
<td></td>
<td>Ensure that user and technical support documentation is available, accessible and kept up to date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>IT Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Working with and supporting the zonal IT support section as a single unit, to complement existing support capabilities. To provide business as usual IT-related support across all zones when required and to enhance the Group’s performance during times of increased demand. Contribute to project work where relevant/additional specialist knowledge is required.</td>
</tr>
<tr>
<td></td>
<td>Participate in the routine support of our managed estate, which will require some knowledge of all major platforms (Windows, macOS and Linux)</td>
</tr>
<tr>
<td></td>
<td>Respond to technical queries from all University staff members, students and visitors</td>
</tr>
<tr>
<td></td>
<td>Liaise with and discuss current issues with other Campus IT Support teams to ensure and share best practice and to contribute to operational delivery</td>
</tr>
<tr>
<td></td>
<td>Attend regular team meetings with IS team to discuss current IT/AV issues and resolution</td>
</tr>
<tr>
<td></td>
<td>Assist other Campus IT Support colleagues and provide cover when necessary to ensure a consistent quality of service for the whole University</td>
</tr>
<tr>
<td></td>
<td>Create, maintain and provide documentation for use by colleagues, technical staff and end customers</td>
</tr>
<tr>
<td></td>
<td>Collaboration with Information Services colleagues to ensure best practice is maintained</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Personal and Professional Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Develop personal technical skills. Maintain a broad knowledge of all developments in the rapidly changing disciplines of AV and IT through study and experimentation</td>
</tr>
<tr>
<td></td>
<td>Keeping abreast of University and IS developments, strategies and policies</td>
</tr>
<tr>
<td></td>
<td>Developing technical and interpersonal skills with emphasis in an agreed area of expertise, focusing at times on skills appropriate to University initiatives</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Any other duties appropriate to the role and level including some out of hours on-call support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills</td>
<td>Essential</td>
</tr>
<tr>
<td>--------</td>
<td>-----------</td>
</tr>
</tbody>
</table>
|        | • Extensive knowledge of AV principles, terminologies, connector types, digital & analogue signal formats  
         • A good understanding of basic electronics with proven analytical skills  
         • Maintaining and supporting Digital AV technologies and presentation systems  
         • Good IT skills, including knowledge of network connectivity, software and driver installation, display parameters and various codec configurations  
         • Troubleshooting and problem resolution skills developed in a workplace environment including:  
           • AV presentation and control systems  
           • Microsoft Office Suite (inc O365)  
           • Current Windows desktop operating systems  
           • Basic networking technologies  
           • PC hardware  
         • Ability to communicate accurately and fluently at a very high level of English proficiency in both speech and writing to a diverse audience  
         • Ability to work independently | • Training in Portable Appliance Testing (electrical safety)  
         • Understand legislation regarding working at height and ladder usage  
         • Trained in Health and Safety in the Workplace  
         • ITIL Principles |
| Knowledge and experience | • Proven track record of delivering excellent Customer Service standards  
                             • Evidence of ‘in person’ support to a high standard in an AV and/or IT workplace environment  
                             • A proven track record of troubleshooting and problem resolution skills in a workplace environment  
                             • Experience of working both within a team environment and independently, and whilst under pressure to deliver solutions  
                             • Experience of delivering end user guidance and/or training | • Supporting video conferencing systems  
         • Application of ITIL principles in a workplace environment  
         • Knowledge of GDPR principles  
         • Electrical safety checking procedures  
         • Imaging and cloning of PCs  
         • IT Security principles  
         • Experience of delivering product/technology usage training  
         • Supporting macOS and Linux systems |
An understanding of Health & Safety regulations and the implications of non-compliance

| Qualifications, certification and training (relevant to role) | Minimum of 2 A-levels in relevant subjects, or equivalent vocational qualifications (NVQ, City & Guilds) plus some experience in a relevant technical role  
OR  
Considerable work experience in a relevant technical role | Any industry standard qualifications including CTS, InfoComm/Avixa, Comptia A+ etc. |
|-------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Personal attributes                                          | A strong and broad interest in AV and IT technologies  
Confident, professional and a polite manner  
Enthusiastic and reliable  
Excellent communication skills  
Ability to work under pressure  
Accuracy and attention to detail  
A keenness to develop technical skills across different disciplines  
Ability to travel  
Ability to lift AV equipment and work at height | A valid UK driving licence, unless disability preclude this |

The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our workforce and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

Valuing people
Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

Taking ownership
Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

Forward thinking
Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

Professional pride
Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

Always inclusive
Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

- Line manager
- Role holder
- Key stakeholder relationships
  - CITS Group Leader
  - AV Support Technician
  - CITS zonal teams
  - Students
  - Staff