Job title	AV Support Assistant	Job family and level	Technical Services Level 3
School/ Department	Digital and Technology Services (DTS)	Location	University Park

Purpose of role

Working as a member of the Digital Campus Services section and acting as one of the Audio Visual (AV)/Information Technology (IT) specialists, the role holder will engage widely in supporting Audio Visual technology and IT systems for the core business areas of research, teaching and administration across the University of Nottingham.

With emphasis placed on supporting AV and presentation systems (including video conferencing), you will be required to:

- Conduct regular and routine maintenance of room-based equipment (aiming to ensure that the equipment is always fit for purpose)
- Contribute to service improvement initiatives
- Work with internal and external customers to ensure they are getting optimum value from the facilities
- Train/induct colleagues and customers on how to use the equipment
- Act as the point of contact for 2nd and 3rd line AV related support queries
- Respond effectively and efficiently to emergency calls for AV support

DCS provide a distributed technical AV support service and IT for the UoN community on all UK campuses to ensure that the AV and IT requirements of administrative and teaching activities across the university are met. The post holder will be assigned a regular office location but **will** be required to work at various supported sites within the university, **as the situation demands**. There may also be a requirement for additional out of hour's work for which additional payments may be made accordingly.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Providing guidance and resolutions to AV and IT demand, predominantly from the identified primary location. Providing a customer-focused service primarily to the schools within support zones. • First contact resolution is a key aspect of the service. Duties will include: • Responding to 1st line support requests via telephone, Email, in person and through the DTS call management system (Ivanti Service Manager). • Proactive maintenance and support of AV equipment open access computing facilities • Provide in-person training and mentoring to colleagues and customers on IT and AV technologies. • Diagnose and report hardware faults to 3rd party suppliers and their support teams. • Supporting the AV and PC Rolling Refurbishment schedules, with active participation in these replacement projects • Installation and configuration of PC equipment • Providing support to 2nd and 3rd line DTS support teams • Provide support to school specific and university wide system • Create, maintain and provide documentation for use by colleagues, technical staff and end customers. • User account administration • Day-to-day support for student-owned equipment, including the diagnosing of hardware and software faults	60%
2	• Provide and support appropriate IT solutions that understand and meet the requirements of the university's diverse community, with a heightened emphasis on research • Working closely with colleagues to provide specialist support, guidance and tailored IT skills training, using DTS best practices as the basis	15%
3	• Direct and active contribution to the delivery of priority projects in Digital & Technology Services • Direct and active contribution to continual development and improvement of operational services	10%
4	Direct and active promotion of University AV and IT services including: • Data management, ensuring the safeguarding of intellectual property and business-critical information • Effective use of teaching rooms and learning technologies ▪ Advice on hardware and software purchasing • IT Security best practices and compliance • Software licensing advice and adherence • Collaboration with DTS colleagues to ensure best practice	10%
5	• Keeping abreast of university and DTS developments, strategies and policies. • Developing technical and interpersonal skills with emphasis on an agreed area of expertise, sometimes focusing on skills appropriate to university initiatives. Maintaining a broad knowledge of new developments in the rapidly changing IT and AV technologies disciplines through personal study and experimentation.	5%
6	Any other duties as appropriate to the role and level including out of hours on-call support where necessary.	

Person specification

	Essential	Desirable
Skills	Technical/problem resolution skills developed in a large workplace environment, including: • Troubleshooting and diagnostic skills • AV and Learning Technologies and associated products • Knowledge of AV principles, terminologies, connector types, digital & analogue signal formats • Video Capture/Streaming systems/implementations • Windows operating system support/deployment • Desktop imaging and configuration • Application installation/configuration • Advanced knowledge of PC and/or AV hardware configurations • Access management • Office productivity applications • Security technologies • Basic networking technologies • 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 under pressure/ make decisions • Ability to work independently/as part of a team • Accuracy and attention to detail • A keenness to develop technical skills across different disciplines • A broad interest in AV and IT technologies • Confident, professional and a polite manner • Enthusiastic and reliable • Excellent communication skills	Troubleshooting and problem resolution skills in: • Echo360 products • AV control systems • App-V • SCCM • Active Directory • Other operating systems e.g., MacOS, iOS, Android, Linux
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 • A proven track record of troubleshooting and problem resolution in a workplace environment • Experience of working both within a team environment and independently, and whilst under pressure to deliver solutions • Delivering end user guidance and/or training • Knowledge of ITIL principles	• Acoustics management • Delivering presentations • Project management • principles • Application of ITIL principles in a workplace environment • IT Security principles and Data Protection • Supporting video conference systems • Supporting Echo360 or lecture capture solution

Qualifications, certification and training	Minimum of HNC in relevant subject, or equivalent qualifications, plus considerable work experience in a relevant role. OR Substantial work experience in a relevant role	Degree level qualification. Relevant industry standard qualifications including: • Infocomm/Avixa • MCSE • CTS • Comptia A+ • ITIL foundation A valid UK driving licence

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 always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

Taking ownership
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

Forward thinking
Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.

Professional pride
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

Always inclusive
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

Line manager
Group Leader DCS (AV Support)

Role holder
AV Support Assistant

Key stakeholder relationships
DCS teams | Staff | Students