

ROLE DESCRIPTION AND PERSON SPECIFICATION PROFESSIONAL AND ADMINISTRATIVE STAFF
<p>Role Title: IT AV Engineer Service: IT Services Pay Band: C Reports to: IT Solutions Manager</p>
<p>Purpose of Role: As a member of the Service Desk team, you will contribute to the provision of a comprehensive service to staff, students and guests by providing a professional and effective Audio Visual (AV) and IT Support needed in an academic environment.</p> <p>The post holder will be responsible for installing, supporting and troubleshooting AV and related IT equipment.</p> <p>The post will have particular responsibilities to:</p> <ul style="list-style-type: none">• Provide support for the operation and maintenance of equipment in the physical teaching environments.• Provide support for events and teaching spaces, including setting up, Installing, maintaining, troubleshooting and upgrading AV systems.• Ensuring the safe and compliant installation and operation of all AV and related IT equipment.• Assisting the Service Desk with incidents and service requests with a particular emphasis on AV hardware and software support.• Being a lead in more complex AV setup and troubleshooting activities as part of room setup and operating AV equipment. <p>Hours of service for the Service Desk are 9.00 am to 5.00 pm, Monday to Friday and occasional events support so a flexible approach to work will be required to ensure that all duties are covered. Coverage includes physical support as well as online and telephone support.</p>
<p>Role Responsibilities:</p>

- Provide 1st and 2nd line support including investigating, resolving incidents and requests on a wide-range of technical issues and problems ranging from software to hardware, such as laptops, PCs, printers, basic network issues and all IT managed applications.
- Maintain a high degree of customer service, including taking ownership of user problems and following up the status of problems on behalf of the user plus communicating progress in a timely manner.
- To lead in the setup, operating and processing of lectures and events using a range of specialist AV hardware and software.
- Receive and handle requests for AV support by providing technical support for the AV systems, ensuring that all are functional, safe and fit for purpose.
- Investigate problems in the systems and assist with the implementation of remedies and preventative measures including the maintenance of AV systems in teaching and events areas.
- Install or remove AV hardware and software, conducting tests, correcting malfunctions, and documenting results.
- Carry out all AV technical updates and enhancements, informing all users of impact on service and adjusting plans as necessary. Undertaking AV equipment maintenance, servicing and system repair
- Identify and resolve issues with AV applications, ensuring that the AV provision is a key attraction of Ravensbourne, both for teaching and events.
- Maintain a knowledge of specific AV technical specialists, new technical areas including specialist AV and IT equipment, control systems, and audio systems and provide advice regarding their application.
- To remain current with Industry trends and ensure that Ravensbourne is at the forefront of developments to maintain its leadership as a technically-focussed institution
- Assist in the delivery of specific AV projects when required, drawing on available resources to provide recommendations, designs, costing, deployment, technical testing.
- Ensuring that all systems are well documented in the University's knowledgebase, providing assistance and staff training as needed.
- To provide inductions and training for staff and students so that they can access specialist AV equipment within the building.

- Securely handle and store IT asset by updating the asset register to accurately reflect and track any changes of IT components as and when required, ensuring accurate completion and making sure asset holders are identified correctly.
- To be familiar with the Institution’s health and safety procedures and ensure their implementation in technical areas within AV & IT.
- Comply at all times with relevant security, privacy and data protection standards.

General Requirements

- Engage in Institution-wide committees or working parties when required.
- Demonstrate understanding of Ravensbourne’s values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne’s Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate.
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne’s work, and show commitment through everyday practice in the role.
- Work in accordance with, and promote Ravensbourne’s environmental sustainability policy and practices.
- Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.

Key working relationships

All IT staff members, students and teaching staff across the institution.

Resources Managed: n/a
 Budgets: n/a
 Staff: n/a

Person Specification (Knowledge, Skills and Behaviours)	Essential	Desirable
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<p><u>Core Personal Skills</u> Minimum Qualification Required: HND in Computer Science or related disciplines, or demonstrable work experience that could be equated to these qualifications</p>	√	
<p>Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.</p>	√	
<p>Team working Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.</p>	√	
<p>Communicating and relating to others Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, and respond well under pressure. Be able to use every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.</p>	√	
<p>Organising work Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.</p>	√	
<p>Problem solving and decision making Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation.</p>	√	
<p>Future focussed and change-ready Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.</p>		√
<p><u>Professional and Administrative knowledge and know-how</u> Service Knowledge and its application Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and</p>	√	

complexity, and keeps that knowledge and its application up to date and relevant		
Professional context Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally		√
<u>Professional and Administrative service delivery, systems and processes</u> Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement	√	
<u>Technical Expertise</u> Demonstrable experience of IT Support at high level	√	
Demonstrable experience in an IT AV related position	√	
Knowledge of specialist AV hardware and software	√	
Demonstrable knowledge of Windows and Mac operating systems	√	
Demonstrable knowledge of AV equipment	√	
Demonstrable knowledge of Extron and Creston Systems	√	
Demonstrable knowledge of end user ethernet and wireless network troubleshooting		√
Knowledge of Network User administration		√
Knowledge of desktop applications (e.g. Office), and basic	√	
Knowledge of AD and or LDAP		√