

**Description and Person Specification**  
**Academic/Professional Services Staff**
**Job title: Media Services Engineer – Sound**
**Department: Media Services**
**Pay Grade: 3**
**Line Manager: Senior Media Services Engineer**
**Role Purpose:**

As a member of the Media Services Team, to contribute to the running and maintenance of the TV, Post Production, Sound and film making facilities within the university. The role will be responsible for the day to day running and upkeep of the facilities as well as playing a part in the running of upgrade projects to enhance our technical offering. This will involve working with staff and students to ensure a high standard of technical support.

The post holder will take a particular focus in supporting the sound and audio facilities at the within the University.

**Duties and Responsibilities:**

- To provide front line maintenance of equipment in the media services department, including portfolio and experimental resources.
- As directed by the Senior Media Services Engineer, to obtain quotations for purchase orders and ensure the appropriate audit trail documentation is appropriately processed and retained. Ensure stock levels of consumable items are at the correct level and complete purchase orders to replenish these items as needed.
- To be responsible for maintenance and modification of equipment, including component level repairs to high value equipment. To undertake maintenance to the engineering systems across TV studio, filmmaking, sound and post production systems and to undertake project work when needed.
- To undertake safety critical repairs for example studio rigging equipment and mains powered items. This might involve some working at height.
- Assist when needed with daily and monthly checks of TV studio equipment and prepare and retain supporting paperwork.
- Ensure that relevant paperwork is retained in an orderly and appropriate way and to attend meetings as appropriate.

- To advise Kit Store staff on condition of loan equipment and undertake repairs where needed.
- To supervise / guide students working on projects as required and ensure they adhere to the correct health and safety rules.
- To instruct small groups of students in related content across several areas of the Institution.
- When needed provide inductions for staff and students so that they can access specialist equipment and areas within the building.
- Install, maintain and configure Avid based editing systems including but not limited to, Media Composer, Pro Tools and Interplay.
- To undertake modifications to the Institution's media technology provision and the preparation of supporting documentation.
- To provide health and safety cover when required.
- Provide technical support across the TV Studio, Control Galleries, Post Production and networked services within the CAR, e.g. restoring failed systems, administering user accounts and operational guidance across a wide variety manufacturers, configurations and operations.
- To be responsible for the provision of appropriate levels of user orientation and familiarisation of the professional media systems, ensuring that users of these resources have the necessary orientation, documentation and assistance. This does not extend to teaching but may be in support of the learning experience. This also extends to commercial users of Ravensbourne resources.
- Carry out all technical updates and enhancements within a structured timeframe, informing all users of impact on service and adjusting timescales as deemed necessary.
- Non-warranty maintenance and repairs of systems where applicable.
- Where applicable, identify, assess and plan changes and developments to systems requiring large-scale changes with supporting documentation and consultation of affected user community. Development of a structured workflow, supporting documentation and re-assignment of physical resources.
- To consult with the Senior Media Services Engineer and other relevant stakeholders in anticipating developments in order to ensure the facilities are up to date in line with industry trends
- Develop and/or maintain communication channels and coalitions across students, academic and professional staff to aid in development and maintenance of resources, e.g. regular update meetings.
- Develop and/or maintain a point of information on operations and

troubleshooting techniques without support of operational staff.

- Develop and maintain a log of all resources to assist in the administration of upgrades, warranty returns and repairs, as well as system specifications and settings.
- Adapt technical instruction and developments for the wider user community and staff of varying proficiencies. Perform other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

**Other**

- Demonstrate an 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, People & Culture) 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.

**Key working relationships:**

IT, Kit Store, Academic & Support staff, Time tabling, Students and other members of the Media Services team.

**Resources Managed**

Budgets: Project budget as applicable

Staff: n/a

Other: Project management – as required during upgrade projects

<b>Person Specification</b>		
<b><u>Knowledge and Experience</u></b>	<b>Essential</b>	<b>Desirable</b>
Qualification in Broadcast engineering or similar discipline.	√	
Experience in sound/audio engineering – sound recording, mixing, post-production etc.	√	
Practical broadcast, or similar engineering experience, to include working on complex faults repairs/maintenance of equipment. Demonstrable basic mechanical engineering knowledge	√	
Previous technical support knowledge with in a higher educational setting.		√
<b>Qualification in portable appliance testing</b>		√
Ability to undertake portable appliance testing		√
Avid ACSR certification		√
Understanding of signal flow, video I/O and active video distribution	√	
Mac and PC hardware and software configuration including knowledge of Plug-ins and how they work with software.	√	
To be familiar with Avid Media Composer, Pro Tools and Interplay software, drivers and file hierarchy		√
Knowledge of DAW software and understanding of the basic principles of surround Sound	√	
Ability to undertake component level repairs to PCB's and various cable assemblys.		√
Audio & Video config and workflow for video and audio post to include basic knowledge of Video & Audio Codecs	√	
Experience in supporting resources within a live broadcast and post-production environment		√
<b><u>Core Personal skills abilities and behaviours</u></b>	<b>Essential</b>	<b>Desirable</b>
A passion for new industry technologies and processes, understanding the current changes in broadcast media.	√	

<b>Equality, Diversity &amp; Inclusion</b> Ability to promote diversity and inclusion within the team and when working with students and other staff members across the university.	√	
<b>Communication</b> Communicates clearly orally and in writing, and in relating to others. Builds and maintains effective relationships openly and honestly, and respond well under pressure. Is 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.	√	
<b>Organisational Values</b>  <b>Connection</b> – Building connections between students, other staff and external industry contacts. 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.	√	
<b>Dynamism</b> - 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. Also has an ability to multi-task.	√	
<b>Professionalism</b> – Is able to maintain professionalism in challenging situations. 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	√	
<b>Inclusion</b> – Ability to promote Equality, Diversity and inclusion when working with people across the university.	√	
<b>Service Knowledge</b> 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 complexity, and keeps that knowledge and its application up to date and relevant. An understanding of broadcast, filmmaking and post production requirements within an academic institute.	√	

<b>Team working</b> 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.	√	
<b>Customer focus and service</b> 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	√	
<b>Organising work</b> 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	√	

**This Job Description may be reviewed, and duties amended aligned with Ravensbourne's requirements, any changes will be made in collaboration with the postholder.**

### **Our Values**

**Connection:** We value what happens together and we collaborate to achieve our collective goals.

**Dynamism:** We embrace every opportunity to adapt and optimise.

**Inclusion:** We celebrate our diversity, and we embrace difference as a source of strength.

**Professionalism:** We aim for quality in everything we do and take pride in our work.

