

IT/AV Technician – Learning and Information Services – Grade E

Purpose

This role will contribute to University staff and students making effective use of appropriate technologies to support effective approaches to learning and teaching. The post holder will provide support in delivering and maintaining a range of multimedia, IT/AV and learning technologies across the University.

Duties

1. Provide support for University schools and services in the operation of a range of learning technologies and IT AV facilities.
2. To prepare and maintain equipment, resources and facilities for use by students and staff.
3. To provide help, support, guidance and advice, for example through demonstrations or inductions to staff and/or students in a group or individually, on the use of equipment and the associated skills, techniques and operating procedures.
4. To be responsible for fault reporting, maintenance and development of equipment and facilities, including daily checks, ensuring they are maintained in a safe, clean, secure and tidy condition.
5. To deputise for the Senior Technician as required by the Technical Manager.
6. To support and undertake installations, maintenance and re/configuration of equipment and/or relevant software, including the introduction of new technologies, procedures and practices.
7. To support the senior and Technical Manager in liaison with academic and service staff to monitor and develop the service in line with academic requirements and university objectives.
8. To coordinate stock checks and inventory management activities in line with university procedures including administrative tasks relating to the procurement and disposal of inventory assets.
9. To assist with and carry out Health and Safety risk assessments for designated facilities as required.
10. To assist staff and students undertaking research, exhibitions and knowledge transfer/income generating activities.
11. To work on specific technical projects as the business requires.
12. To demonstrate and provide a consistently high level of customer service to staff and students.

13. To demonstrate flexibility and commitment to the university and LIS mission statements, policies and development plans.
14. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
15. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
16. To carry out other such duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of IT technical support in a customer facing role, providing high quality customer service and communicating clearly, both verbally and in writing (Application/Interview).
- Practical experience of instruction or demonstration of technical equipment (Application/Interview).
- GCSE English and Maths at grade C/4 or above or equivalent experiential learning in a related discipline (Application).
- Ability to analyse and solve IT or AV technical support queries of varying complexities (including 2nd and 3rd line level) (Application/Interview).
- Knowledge and experience in managing Windows networks/domains, providing support for relevant server hardware, virtualisation and PC systems applications (Application/Interview).
- Knowledge of computer networking, including IP address schemas and design (Application/Interview).
- Applicable knowledge of cyber/IT security administration (Application/Interview).
- Ability to work with initiative, both independently and co-operatively as part of a diverse team (Application/interview).
- Attention to detail and concern for quality of work of team and self (Application/interview).
- Understanding of Health & Safety procedures with respect to the work environment and the ability to work safely at all times including providing manual handling of varying weights and sizes (Application/Interview).
- Awareness and understanding of confidentiality (Application/Interview).

- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunities, and Supporting All as a framework for decisions, actions, and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Applicable knowledge of network access policy management – Infoblox, Clearpass, Juniper MIST or similar (Application/Interview).
- Applicable knowledge of firewall configuration and rule management (Application/Interview).
- Experience of helpdesk/support call management and logging software (Application/Interview).
- Experience of working in a further or higher education environment (Application/Interview).
- Post-secondary qualifications in a related technical discipline (Application).