

Technical Support - AV Analyst in IT Services (Directorate of Infrastructure)



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Brief summary of the role

Role title:	Technical Support - AV Analyst
Grade:	5
Vacancy reference:	
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	University of Bradford
Reports to:	Audio Visual Team Leader
Responsible for:	None
Work pattern:	Fixed -term 2 years Typical office hours: 36.25 hours per week, Monday to Friday
Adjustments:	We are open to any request for adjustments to support your needs for training and mentoring which would enable you to succeed in this role

Main purpose of the role

- To assist the Audio-Visual Specialists and supporting the day-to-day running of AV systems to make sure all the services are working to deliver the best service to staff and students.
- Work with other teams within Service Delivery to provide a first rate customer experience.
- To provide 1st line service support requests on all AV matters

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Provide first line central support for customers, internal and external, via telephone, email or in person regarding AV requests and incidents managing end-to-end Incidents and Service Requests achieving first time fix where possible
2. Work with the AV Specialists and Team Leader to facilitate university events (graduation, conferences, presentations etc.) liaising with all associated parties to ensure the event performs to the highest standard..
3. Carry out routine maintenance, servicing and planned checks and maintain records of all such work.
4. To contribute to full risk assessments, in line with the requirements of the post, to promote working safely and to ensure a safe course of action or cessation when new situations are encountered.
5. Prioritise and categorise Incidents and Service Requests swiftly, triaging and escalating them to the appropriate resolver group when necessary.
6. To raise, issue and monitor to completion requisitions relating to audio visual incidents and maintenance works using ServiceNow Helpdesk software.
7. Provide customers, both internal and external, with advice, instruction, setup and support for AV equipment and /or systems.
8. Liaise with Room Bookings and Estates & Facilities trades staff via telephone, email

and in person.

9. Provide assistance to external contractors when working on-site.
10. Liaise with other university departments to ensure all dependencies are complete ahead of contractors on-site visit.
11. Perform checks on all new installs in-line with team standards, escalating all issues to the AV team leader in the first instance.
12. Investigate and escalate faults to the relevant department including estates ensuring timely completion of tasks and incidents to the AV Specialists in the first instance then with guidance to Estates Help-desk and IT Services Help-desk where required.
13. Use the computerised software ServiceNow to log / view / update related job
14. To carry out testing and fault diagnosis of systems using precision equipment and techniques under the supervision of AV Specialists.
15. Fault-finding and troubleshooting of problems with AV systems. Involving the process of investigating, analyzing, determining, and resolving problems to then rectify them. This will require a basic knowledge and understanding of the latest technologies and understanding of the installations at the University.
16. Using the computerised AV control system (Extron Global Configurator), to remotely monitor room AV resources and provide immediate assistance to users experiencing system difficulties.
17. Work from platforms, and ladders whilst demonstrating an awareness of the Work at Height Regulation guidelines. (Only after the appropriate training has been completed).
18. To carry out any other duties which are commensurate with the grade and nature of the post.

The Desktop Support Team works on a team basis and the post holder must be capable of working as a member of a team with a flexible and adaptable approach to work. Whilst the hours of work are normally 36.25 hours per week, the post holder will be required to be available to complete AV requests outside standard office hours. Some evening and weekend work will be required.

This document outlines the duties required at the current time to indicate the level of responsibility. It is not a comprehensive or exhaustive list and may vary to include other reasonable requests as directed by University management which do not change the general character of the job or the level of responsibility entailed.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none"> • Level 2 qualifications including English Language and Maths (e.g. 5 GCSE's (Grade A-C)) • Level 2 relevant IT/AV qualification and/or relevant work experience
Desirable	<ul style="list-style-type: none"> • ITIL v3/4 Foundation qualification • Avixa CTS Certification • Extron AVA

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none"> • Experience in systems analysis, design, programming and/or systems software and support • Experience / knowledge of audio visual systems used in an educational environment. • Good written, oral and communication skills, including telephone communication skills. • Ensure compliance with IT Security, Health and Safety and other University wide policies applicable to this role.
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<p>Desirable</p>	<ul style="list-style-type: none"> • In addition to core business systems, a good understanding of the technologies used in a higher education institution, specifically: <ul style="list-style-type: none"> ○ Virtual learning environments. ○ Content management. ○ Student and staff records. ○ Desktop applications and collaborative tools. ○ Mobile / web applications. • Knowledge of AV equipment used in Higher Education.
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Personal attributes

<p>Essential</p>	<ul style="list-style-type: none"> • Good analytic and problem-solving abilities • Recognize and resolve system related problem • Work both independently and part of a team, making necessary decisions throughout the systems process within department guidelines • Perform multiple tasks concurrently and respond to emergency situations effectively. • Communicate technical and complex information both orally and in writing • Taking personal responsibility for getting things done and maintaining a high standard of work even when working to tight and often conflicting deadlines • Self-motivated, accepting and demonstrating personal responsibility, showing consistency between words and actions • Working enthusiastically and with creativity to analyse problems, developing innovative and workable solutions and identify opportunities for innovation • Adjusting effectively to changing situations and demands and seeing change as an opportunity and being receptive to new ideas. • Commitment to own professional development
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Information about the University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions to students, colleagues, partners in other organisations, visitors, and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.