



UNIVERSITY of
BRADFORD

Job Description

Technical Support AV Specialist

Directorate of Infrastructure



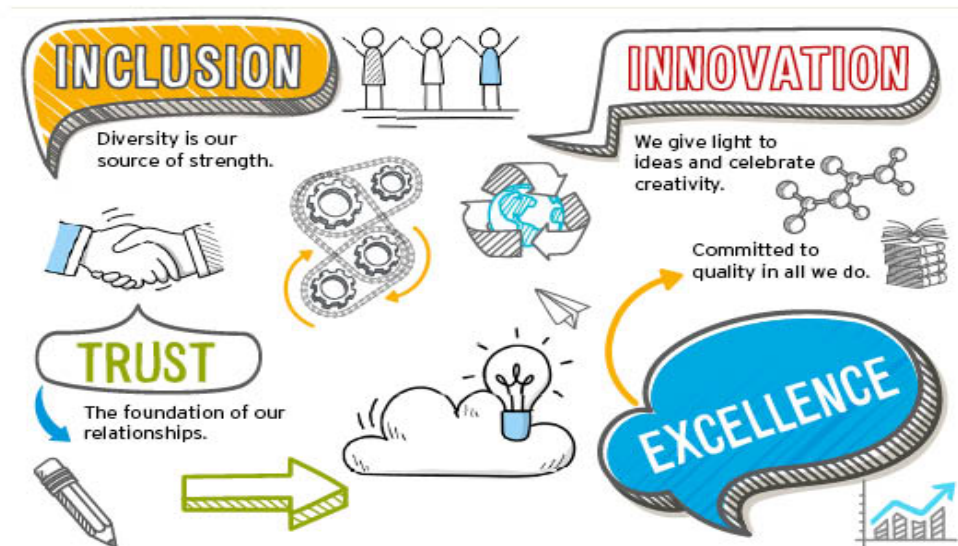
Brief summary of the role

Role title:	Technical Support AV Specialist
Grade:	6
Faculty or Directorate:	Infrastructure
Service or Department:	IT Services
Location:	City Campus
Reports to:	Audio Visual Team Leader
Responsible for:	None
Work pattern:	36.25 hours per week, Monday to Friday (core hours). Note: Some evening and weekend work will be required

About the University of Bradford

Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



Equality, Diversity, and Inclusion (EDI)

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme.

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 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.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues 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.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

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.

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

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

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.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

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.

Role holder: essential and desirable attributes

Qualifications

Essential	5 GCSEs (Grade A to C) including English Language and Maths, or equivalent work experience. Relevant degree, or equivalent qualification, or relevant work experience.
Desirable	ITIL v3 or v4 Foundation. Avixa CTS certification.

Experience, skills, and knowledge

Essential	Experience in systems analysis, design, programming, or systems software and support. Proficiency in one or more supported programming environments. Good written and oral (including via phone) communication skills. Change management. Compliance with IT security, health and safety, and other relevant policies and regulations related to the role.
Desirable	A good understanding of technologies used in a higher education institution, for example: <ul style="list-style-type: none">· Virtual learning environments.

	<ul style="list-style-type: none"> · Content management solutions. · Student and staff records. · Desktop applications and collaborative tools. · Mobile and web applications.
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Personal Attributes

<p>Essential</p>	<p>Good analytic and problem-solving abilities.</p> <p>Able to work independently and as part of a team, making necessary decisions throughout the systems process, within departmental guidelines.</p> <p>Able to perform multiple tasks concurrently and respond to emergency situations effectively.</p> <p>Able to communicate technical and complex information.</p> <p>Able to manage tasks while maintaining a high standard when working to tight and often conflicting deadlines.</p> <p>Self-motivated and demonstrating personal responsibility.</p> <p>Ability to think creatively to develop workable solutions and identify opportunities for innovation.</p> <p>Able to adjust effectively to changing situations and demands, viewing change as an opportunity, and being receptive to new ideas.</p> <p>Commitment to own professional development.</p>
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Main purpose of the role

This role assists the Audio Visual Team Leader in technical and other aspects of the AV service, and provides supervision to contractors who are engaged in the delivery of facilities and installations related to AV. As a member of the Technical Support Team the role also engages with the Technical Support Engineers with level 2 IT and AV support for the University.

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. Contribute to full risk assessments, in line with the requirements of the role, to promote working safely and to ensure a safe course of action (or cessation where applicable) when new situations are encountered.
2. Carry out regular inspection of all equipment used to access AV services – for example, ladders and mobile platforms – and update registers as appropriate.
3. Under the supervision of team leaders, co-ordinate AV facilities for University events (for example, graduations and conferences) and liaise with the associated parties.
4. Provide first line support for customers' AV requests (both internal and external) via phone, email, or in person, understanding their requirements and handing out equipment.
5. Raise, issue, and monitor (to completion) requisitions relating to AV installations, maintenance, and modifications using ServiceNow Helpdesk software.
6. Provide advice, instructions, training, demonstrations, setup, and support to customers (both internal and external) on the use of AV equipment and systems.
7. Liaise with the University's Room Bookings and Estates departments, suppliers, and contractors via phone, email, and in person.
8. Report faults outside of your remit to the University's Estates department and IT Service Desk and liaise with other teams to resolve issues that affect AV facilities.
9. Use ServiceNow Helpdesk software to log, view, and update AV-related tickets.
10. Work with and supervise external contractors (as directed by the line manager), raising permits to work, checking methods of work against documented procedures, and approving risk assessments, complying with University and departmental procedures and policies throughout

11. Raise quotes for new or replacement equipment from external suppliers.
12. Carry out testing and fault diagnosis of systems, and use precision equipment and techniques to install trade specific solutions, with an appreciation of the disruption such work may cause, the safety of all concerned, and the impact of system failure on the University's teaching resources.
13. Plan and carry out routine maintenance, servicing and checks, and maintain records of such work.
14. Set up, deliver, and support AV facilities for the University's degree ceremonies and other events, operating the audio and lighting systems using analogue and digital mixing desks.
15. Troubleshoot AV issues from investigation and analysis, determination of root cause, through to resolution, using good knowledge and understanding of latest technologies and diagnostic techniques.
16. Use the Extron Global Configurator AV control system to remotely monitor AV resources and provide immediate assistance to users who experience system issues.
17. Assist with the monitoring of safety and quality standards.
18. Maintain records and provide information that may be required by team leaders.
19. Provide technical support and training to IT Service Desk and other departmental colleagues, and other stakeholders.
20. Research technical solutions and requisition parts for repairs and replacements from external companies.
21. Where deemed appropriate by the team leader, carry out AV repairs and installations which may involve the use of appropriate hand and power tools, running and terminating control cables in situ, and assembling and working from platforms and ladders while adhering to Work at Height regulations.