JOB TITLE: AV & MULTIMEDIA TECHNICIAN

REPORTS TO: IT SYSTEMS AND SERVICES MANAGER

Background

Cambridge Judge Business School’s (CJBS) user community is diverse, demanding, and international. There are currently about 1600 users, including teaching and research staff, students, administrative and support staff, visiting academics and delegates to executive education courses and events. The CJBS IT infrastructure comprises over 450 desktop, laptop and tablet computers, over 50 virtual servers, 25 networked multi-function printers, five fully digitally equipped lecture theatres and more than 30 AV equipped spaces used daily by the members of the School and the many external VIP and visitors, during and outside University term time.

The role

You will take responsibility for providing first- and second-line support for the Audio Visual (AV) services of the department, including the problem solving of complex technical issues. You will manage all the School’s teaching rooms, lecture theatres and seminar rooms. You will ensure all equipment is kept in excellent working condition and be responsible for the maintenance schedule and work with the Business School’s Audio Visual & Multimedia Specialist to plan upgrades and new technology, and to facilitate teaching and learning.

Main responsibilities

Customer service support

- Act as the contact point for teaching rooms, receive and handle requests for support.
- Respond to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Provide first line investigation and diagnosis and promptly allocate unresolved issues as appropriate.
- Assist with the development standards, and apply these to track, monitor, report, resolve or escalate issues.
- Contribute to creation of support documentation.

Problem management

- Initiate and monitor actions to investigate and resolve problems in AV systems, processes and services.
• Determine problem fixes and remedies. Assist with the implementation of agreed remedies and preventative measures.

**Systems installation and decommissioning**

• Install or remove audio visual systems in conjunction with contractors and AV staff.
• Conduct tests, correct malfunctions, and document results in accordance with agreed procedures.
• Report details of all hardware/software for the School's asset register.
• Aid users in a professional manner following agreed procedures for further help or escalation.
• Review change requests.
• Maintain accurate records of user requests, contact details and outcomes.
• Contribute to the development of installation procedures and standards.

**Digital media services**

• Contribute to creative and technical direction of audio and video and other multi-media projects.
• Ensure projects are delivered to a professional, broadcast or near broadcast quality of video and audio, on time and on budget. Manage communications with clients, manage client expectations at all stages throughout the projects.
• Help to organise and deliver audio and video recording, including lectures, events and interviews following departmental policy and guidelines.
• Carry out post production of captured footage, media conversion and export/distribution, including web upload ensuring professional standards are maintained and clients’ need are met.
• Create professional quality photography of students, staff, guests and events for use within multiple internal systems, external platforms and public consumption.

**AV infrastructure**

• Responsible for AV equipment within the School's lecture theatres and meeting rooms.
• Carry out agreed operational procedures, including configuration, installation and maintenance.
• Use audio visual management tools to collect and report on performance.
• Contribute to the implementation of maintenance and installation work.
• Use standard procedures and tools to carry out day to day duties.
• Identify operational problems and contribute to their resolution.

**Incident management**

• Follow agreed procedures, identify, register and categorise incidents.
• Gather information to enable incident resolution and promptly allocate incidents as appropriate.
• Maintain records and advise relevant persons of actions taken.
Learning delivery

- Deliver learning activities to a variety of audiences with a view to the transfer of technical audio visual and media skills and knowledge, and the promotion of professional attitudes in order to facilitate learning and development.
- Administration and internal support of online learning delivery platforms such as Zoom and Teams.
- Administration and internal support of lecture capture platform.
- Contribute to student inductions and provide one to one AV inductions to staff as required.

Networking

- Membership of the University IT Community TechLink and AV working group in order to share knowledge, best practice, and technical expertise.
- Attendance at conferences and trade fairs developing relationships with suppliers and equipment manufacturers.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form:

- Degree in a relevant subject or equivalent work experience in a comparative environment.
- Industry qualifications are desirable (e.g: Extron, Crestron, CTS).
- Proven experience in delivering digital AV services in the higher education (HE) environment.
- Evidence of working at a tactical or operational level to deliver a technical solution.
- Demonstrable experience in systems support in a digital AV environment.
- Knowledge and experience of sound recording, filming, editing, post-production techniques, online video and live streaming.
- Can work alone and without supervision.
- Creative and diligent.
- Technical troubleshooting skills with the ability to analyse problems quickly and to develop and implement an appropriate solution.
- Ability to develop and maintain their own knowledge in their field.
- Working knowledge of Windows and MacOS operating systems.
- Working knowledge of Zoom and Teams to admin level
- Fundamental understanding of networking technologies in an AV system context.
- Ability to manage and prioritise own tasks.
- Able to communicate effectively orally and in writing.
- Highly proactive and enthusiastic.
- Ability to assimilate new ideas and technologies quickly.
- Ability to communicate effectively, efficiently and courteously at all levels.
• Assertive with excellent interpersonal skills.
• Willingness to maintain any professional certifications as appropriate, through attending training, workshops, seminars and passing required assessments.
• Excellent telephone skills.

Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £29,176–£34,804 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 3 January 2021.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria
required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2013.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 339637 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.