JOB TITLE: AV & MULTIMEDIA SERVICES TECHNICIAN

REPORTS TO: AV TEAM LEADER

Background

Cambridge Judge Business School (CJBS) has grown significantly in recent years, in terms of the number of staff, students, and educational programmes. The Business School user community is diverse, demanding, and global. There are currently about 1,400 users, including teaching and research staff, administrative and support staff, students, visiting academics, and participants in our Executive Education courses.

The Business School’s IT estate is large and diverse, comprising over 800 managed PCs and laptops, a fleet of multi-function printers, five fully digital lecture theatres and 30 digital seminar and meeting rooms used daily by the members of the Business School and the many external VIPs/visitors, during and outside University’s term time. We operate a hybrid infrastructure utilising the Microsoft technology stack and have a portfolio of new projects to deliver, as well as maintenance of the custom business applications we have designed and built for Cambridge Judge.

The role

The Audio Visual (AV) team provide first-line AV support to all staff and students and this role is predominantly customer-facing. AV support at CJBS requires a good all-around knowledge of modern AV systems and services. You will have a good understanding of the room configuration and capabilities and the processes that are in place to support teaching and learning, as well as IT/AV functions which are key to successful CJBS operations.

Taking direction from your Team Lead or the IT Services & Systems Manager, your work will be varied and cross-functional and will include project-based activities. AV technicians are responsible for the support and maintenance of the teaching rooms and lecture theatres. You will be proficient with the core applications employed by teaching staff to deliver their teaching. Day-to-day work will consist of lectern side and remote support with tickets allocated through the service desk, direct from the rooms or because of internal processes and procedures.

To meet the demands of the staff and students the role requires the ability to quickly assimilate new ideas to embrace technology changes and have the confidence and initiative to solve problems independently. The role holder will be fully trained and supported through on-the-job training, commercial courses, and personal development programmes.
**Main responsibilities**

**Lecture theatre and teaching and meeting room management**
- Provide technical support for lecture theatres, teaching and meeting room spaces, including hardware and software that facilitates teaching.
- Work with the team leader to evolve the spaces to meet demands for teaching and learning as per the Business School’s requirements, based on user feedback and cross-department collaboration.
- Provide on-site support for all teaching and meeting room activities, regardless of delivery method.

**Media production**
- Undertake media production services for stakeholders in a variety of formats.
- Media production includes, but is not limited to, video production, audio, photography, post-production, storing and cataloguing.
- Work with the team leader to understand other teams' digital strategies.

**AV systems management**
- Maintain AV systems, including system updates and development, standardising where possible.
- Perform repairs, patching and routine maintenance of equipment in AV spaces.
- Record equipment warranties and dispose of end-of-life equipment.
- Asset management of AV equipment and management of loan equipment.

**IT Service Management**
- Utilise the suite of IT Service Management (ITSM) features, standardising the support approach and using frameworks such as the IT Infrastructure Library (ITIL).
- Ensure the project management tool is utilised to track tasks and project workloads.
- Promote the use of the ITSM within the team.

**Communication and relationships**
- Liaise with other members of the IT department to solve problems and collaborate on projects.
- Develop relationships with key stakeholders, promoting AV services and technologies.
- Consult with stakeholders on AV solutions to develop teaching delivery.
- Train stakeholders as part of AV inductions to teaching and learning spaces.

**Research and development**
- Attend training courses, conferences, exhibitions, and seminars, reading specialist journals and online publications to keep technical knowledge up to date.
- Research and test new and emerging technologies in alignment with strategic aims and stakeholder feedback.
- Undertake technical training as per the roles development pathway.
Problem-solving

- Maintain a solution focussed approach.
- Identify sustainable solutions to mitigate future risks.
- Take a thorough and logical approach to find the root cause.
- Be open and willing to seek assistance or to escalate where appropriate.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to complete an application form demonstrating how your own experience meets these requirements:

- Experience working in a busy AV team, ideally supporting teaching and learning in an educational environment.
- Excellent logical troubleshooting skills.
- Excellent customer service skills.
- Excellent communication skills.
- Experience supporting Microsoft Teams and Zoom technologies.
- An understanding of Microsoft 365 services.
- Ability to be flexible and work under pressure, with a can-do attitude.
- Occasional weekend work.
- An understanding of ITIL.
- Open to learning and supporting new technologies.
- Educated to HND, HNC, level 4/5 vocational qualifications or equivalent level of practical experience.

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 of £30,502-£36,386 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 31 October 2022.**

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.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hr@jbs.cam.ac.uk.