

# IT AV Specialist

## Job Description

### Position overview

<b>Department</b>	IT, Resourcing and Operations
<b>Location</b>	London, Devon House (St Katharine Dock)
<b>Term</b>	Full-time; permanent
<b>Salary</b>	£33,000 to £39,500 per annum, depending on experience
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Start</b>	January 2023/February 2023

The IT AV Specialist is a critical, customer-facing role and is responsible for ensuring classroom technology is fully functional with minimal to no downtime, support events, and providing IT support to faculty, staff, and students and is 100% on-site.

Training and support of faculty and staff is an area of importance. This is measured by the ability to translate the asks of the end user to a positive working solution or set proper expectations if that is not viable. The AV Specialist acts as the first line of defence for all classroom AV issues on the local campus. Preventive maintenance is key to this defence by forecasting issues and service level changes. The specialist role will support and troubleshoot classroom and event AV equipment including projectors, microphones, PCs, tablets, cameras, and video conferencing. Event support is the ability to understand what the customer is trying to do and convert that to what IT can do. This includes All audio and video related equipment. Part of event support is knowing staffing level requirements and balancing the day-to-day tasks. This is critical to know when external support is necessary to the betterment or success of the event.

To ensure that essential services are provided to the university community, the IT AV Specialist will be required to work outside his/her regular working hours and on some

## IT AV Specialist Job Description

university holidays. In addition, there is a rotating 24/7 on-call schedule. The on-call duration is one week per cycle.

### **Duties and Responsibilities**

#### Classroom and Event Technology

- Support all AV troubleshooting to include videoconferencing and audioconferencing room systems, projectors, digital screens, DSPs, Teams MTRs, and other related equipment.
- Hands on and remote troubleshooting for room systems that include microphones, cameras, and desktop pcs and laptops
- Overall, classroom support includes assisting faculty and students with accessing applications and University wired and wireless networks. Setup of classroom technology and configuration for courses as well as special events.
- Perform system maintenance and updates as appropriate.
- Event support design/setup/strike
- Main point of contact for AV projects and service calls
- Provide recommendations for additional AV resources for larger events

#### Faculty/Staff/Student Support

- Provide faculty and staff with 1st and some 2nd technology support, which includes troubleshooting operating systems, applications, and network issues, answering questions regarding application use, and the installation of software/hardware
- Advise faculty and staff on best practices, university policies, and process improvement.
- Develop and nurture relationships with faculty and staff to encourage technology use.
- Assist students with printing, wireless connectivity, and password resets

#### Academic Software Support

- Provide faculty with 1<sup>st</sup> tier support, which includes: troubleshooting operating systems, applications, and network issues, answering questions regarding application use, and the installation of software.
- Provide faculty academic software and videoconferencing support for applications such as Zoom, Panopto, Canvas, and Microsoft Teams. This may include advising on how to use specific features or general best practices for the application
- Develop and nurture relationships with faculty to encourage technology use.

#### Documentation and Maintenance

- Perform daily and weekly testing and preventative maintenance on all classrooms
- Creates/updates appropriate documentation concerning classroom configurations
- Documents all instances of support in ticketing system

## IT AV Specialist Job Description

- Communicates ongoing issues to the team and escalates as necessary
- Collaborate with US and Canadian Global IT team to resolve issues and recommendations for improvements in classroom technology

### About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in London. After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

### Person specification criteria (essential / desirable)

- Strong relevant experience [E]
- Ability to provide support both in person and virtually via email, phone, or chat [E]
- Provide technical support and training to maintain, troubleshoot, and problem-solve AV hardware and software related requests, issues, and projects [E]
- Experience in supporting video conferencing equipment and software including microphones, PTZ cameras, PCs and tablets, Teams Meeting Rooms. Software such as Zoom, Panopto, and Microsoft Teams [E]
- Experience supporting both Windows and MacOS [D]
- Provides short term solutions for classrooms with equipment issues to reduce down-time [E]
- Ability to successfully manage competing support needs with the ability to prioritize them as needed [E]
- Ability to work independently and see ticket resolution through from start to finish [E]
- Interest and ability to assess and improve work processes [E]
- Can easily present technical concepts to customers in non-technical language [E]
- Ability and desire to capture and maintain accurate technical documentation and knowledge management content [D]
- Sector experience, such as higher-education, AV companies, and/or large corporate environments [D]
- Must be adept and passionate about learning new technologies and services and must be passionate about supporting customers [E]

### Application process

Applications should be made via [this link](#) by 20:00 on **29<sup>th</sup> November 2022**. Please reference your application "IAS1122". Participation in the equal opportunities section is encouraged, but voluntary.

## IT AV Specialist Job Description

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.