

Job Description

Senior Audio Visual Engineer

Faculty/Directorate: Digital and Technology

Job Family: IT Service Operations

Grade: E

Role profile: TSE1

Full time: (37 hours per week)

Permanent. Date: Oct 2024

Duties of the role	
Overall purpose of the role	<p>The postholder will ensure that the digital and technical Audio Visual (AV) infrastructure of the university, installed across its various digital hubs, classrooms, lecture theatres, meeting rooms and studio spaces are fit for purpose, managed and maintained, in a proactive and planned way. The postholder will provide a structured response and resolution to IT/AV related incidents and requests.</p> <p>The role provides a technical point of escalation within the team and supports the management of BAU activity and overseeing AV projects across the directorate and university.</p>
Main duties and responsibilities	<ul style="list-style-type: none"> • Deliver effective and responsive support for AV and teaching IT facilities, resolving incidents and service requests in alignment with departmental service level agreements (SLAs) and standards. • Work with project managers, stakeholders, and external contractors to deliver AV projects on time and within budget, ensuring alignment with agreed requirements. • Implement updates to IT and AV system configurations and control programs to meet evolving user and estate needs, supporting consistent functionality across campus. • Engage with faculty and Business Relationship Managers to assess new or enhanced AV requirements, providing recommendations in line with campus standards and budget considerations. • Act as a 3rd line escalation point within the team, coordinating with external providers as necessary to resolve advanced technical issues. • Plan and perform proactive maintenance activities to maintain high AV availability, minimising disruption in teaching spaces, and reporting insights for continuous improvement. • Conduct staff training on IT and AV equipment, ensuring that guides and resources are available for users in teaching spaces. • Stay updated on AV industry advancements and provide technical insights on AV system design and project planning to modernise teaching spaces with inclusive technologies. • Support the Multi-Media Facilities Team Leader in procurement and asset management for AV components, ensuring efficient resource availability and tracking. • Maintain accurate records in the ITMS CMDB, tracking and updating asset configurations and status. • Provide coaching and support to junior colleagues, sharing knowledge and best practice to ensure consistent, excellent service delivery.

Duties of the role

- Share expertise with Service Desk and End User Computing teams to ensure consistent, high-quality on-site support, and develop both technical and user-facing documentation.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.

Act in accordance with DMU Values:

- Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others.
- Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions.
- Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively.
- Community minded - Embrace alternative views, treat others with respect, and tackle inequalities.
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
- All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.
- The postholder should have a positive attitude towards health and safety and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

Job title: Senior Audio Visual Engineer

Faculty/Directorate: Digital and Technology

Job Family: IT Service Operations

Grade: E

Role profile: TSE1

Full time (37 hours per week)

Permanent. Date: Oct 2024

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Qualifications & Training	Educated to degree level or equivalent relevant work experience	Essential	X			X
	ITIL Foundation Certificate	Desirable	X			X
	Relevant academic/professional qualification in a Multi-Media Technology	Desirable	X			X
	Appropriate specialist A/V qualification (Avixa CTS/CTS-I/CTS-D or equivalent)	Desirable	X			X
Previous Work Experience	Experience in a technical support role focused on AV and IT infrastructure	Essential	X	X	X	
	Experience of inducting/instructing students or equivalent in use of multi-media technology	Desirable	X	X		
	Experience in planning and conducting proactive maintenance to minimise service disruption in AV-equipped spaces	Essential	X	X	X	
	Experience acting as a technical point of escalation, providing advanced support and coordinating with team members	Essential	X	X	X	
	Demonstrated experience working collaboratively on AV projects with project managers and stakeholders to meet deadlines, manage budgets, and align with organisational standards	Desirable	X	X		
	Experience of providing direct student facing interaction in the Higher Education context	Desirable	X	X		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	Extensive knowledge of digital AV technologies, control systems, video conferencing, and related IT infrastructure, specifically including an understanding of networking	Essential	X	X	X	

Area of responsibility	Requirements	Essential or desirable	*Method of assessment				
			A	I	T	D	
	Experience in program languages and Control of AV hardware (Crestron) alongside understanding of detailed A/V schematics		Desirable	X		X	X
	Strong understanding of incident management and service request handling in line with SLAs, with the ability to deliver responsive support and effectively troubleshoot technical issues in a fast-paced environment	Essential		X	X	X	
	In-depth knowledge of current AV technologies and trends, including inclusivity-focused advancements, to provide informed recommendations for upgrading and modernising AV systems		Desirable	X	X		
	Skilled in engaging with customers to assess AV needs, understand project requirements, and recommend solutions that align with organisational standards, budget, and timelines	Essential		X	X	X	
	Proficient in asset management and record-keeping within systems ensuring accurate asset configuration tracking, effective procurement practices, and efficient resource availability to support organisational needs	Essential		X	X		
	Able to work flexibly according to the needs of the University, including evenings and weekends	Essential		X	X		
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X		
Our Values and Behaviours at DMU							
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			X		
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			X		
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			X		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment				
			A	I	T	D	
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			X		

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence