

Senior Campus IT & AV Technician



Role Description

GRADE

Grade 4

LOCATION

All Edinburgh campuses:
Sighthill, Merchiston,
Craiglockhart

LINE MANAGER

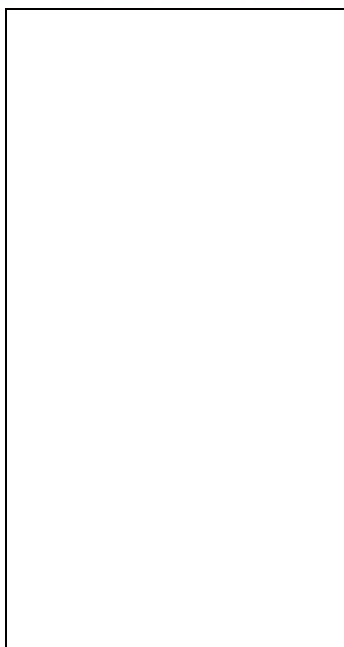
Campus IT & AV
Manager

Role Summary

As one of the largest professional services departments in the University, Information Services (IS) is responsible for the provision of technology, systems and library services.

Information services underpin all aspects of university operations and provide key enablers to deliver the ambitious University strategies for Learning & Teaching, Research & Innovation and Internationalisation. To do this, IS must observe sector and technology trends, listen to its users' needs, develop core, interoperable capabilities, designed in such a way that they can be re-used in multiple contexts, and ensure that these are expertly delivered based on business priority and at best value for money.

The Senior Campus IT & AV Technician role encompasses the provision, installation, maintenance, and support of IT & audio-visual technologies across the University estate. They will manage assigned Campus IT & AV Technicians and be responsible for supporting them with workload allocation and developing their knowledge and training. The Senior Campus IT & AV Technician will rotationally deputise for the Campus IT & AV Manager when required and will take lead responsibility in one or more technology or areas of service.



Line Management Responsibility for:

This role has line management responsibilities for Campus IT & AV Technicians.



Main Duties and Responsibilities

- Support the IT & AV technology within key University spaces, including teaching, learning, meeting and workspaces, ensuring these are proactively monitored and updated, and identify opportunities for continuous improvement.
- Take responsibility for one or more technology, or area of service, within the remit of the team, sharing best practice and sector trends.
- Participate in front-line service provision, supporting staff, students and visitors with enquiries and providing technical support, troubleshooting and resolving problems, escalating to second line teams where appropriate and providing an exceptional customer experience.
- Manage assigned team members, allocate tasks and prioritise work, taking ownership of queue management for one or more area of service or location within the remit of the team.
- Manage assigned staff including (but not limited to) supporting their development, review of performance and conducting regular 1:1s in accordance with all University policies.
- Assist in staff and student inductions and demonstrate the use of equipment.
- Liaise with colleagues in Information Services to develop high quality, innovative and cost-effective solutions for the provision of services. This may be as part of a formal project team or other continuous improvement or staff development initiatives, supporting change initiatives to completion.
- Contribute to the documentation of processes and procedures, ensuring that they are robust, standardised & repeatable.
- Contribute to the creation and maintenance of end user documentation, instructions and signage.
- Ensure the accurate recording and updating of all IT hardware assets within the remit of the team using the University designated asset management system.
- Ensure that all customer incidents and service requests are logged, progressed, tracked and concluded satisfactorily using the University-designated Service Management System to agreed Service Level Agreements (SLAs).
- Follow Standard Operating Procedures and ITIL processes ensuring incidents and queries are dealt with in an effective and timely manner, proactively suggesting and delivering continuous improvements.
- Support the delivery of high quality internal and external events by coordinating AV service provision and support in liaison with customers and other stakeholders.
- Keep abreast of new technology and to develop such skills as are required to remain effective in this role.
- Undertake such training as may be necessary to fulfil the requirements of the above. It is expected this will be largely self-led learning initiated by the post holder.
- Undertake duties in line with departmental safety, health and wellbeing arrangements including any specific training and to undertake suitable and sufficient risk assessments.
- Support the delivery of Information Services' Business Plan, in alignment with the wider University Strategic Plan, through business-as-usual activities and more focussed team and individually set objectives.



- Fully uphold the University code of conduct in terms of values and behaviours, promoting equality and diversity to sustain an inclusive and supportive study and work environment. Act as a role model, especially to Campus IT & AV Technicians.
- Undertake other such duties, at any location, as requested by the Campus IT & AV Manager or their nominee.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).
- May rotationally deputise for the Campus IT & AV Manager when required.

PERSON SPECIFICATION

ESSENTIAL DESIRABLE

Education / Qualifications

- | | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| • A degree and/or equivalent industry/professional qualification | | ✓ |
| • Evidence of Continual Professional Development | ✓ | |
| • ITIL Foundation and/or demonstrable practical experience | ✓ | |

Skills / Experience

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| • Experience of working in an IT & AV technology support/delivery team | ✓ | |
| • Experience of installation, maintenance and support of IT & AV technologies within a Higher Education environment. | | ✓ |
| • Experience of supervision and line management. | | ✓ |
| • Practical experience of working in a customer support environment providing technical solutions and able to demonstrate the use of relevant technologies. | ✓ | |
| • Experience of using integrated helpdesk, collaboration and telephony tools. | ✓ | |
| • Advanced knowledge and understanding of IT & AV technologies, including (but not limited to) desktop and mobile compute platforms, software applications, networking, print, display, sound, signal processing and control system technologies. | ✓ | |
| • A detailed knowledge of the traditional and emerging technology themes which underpin the provision of IT & AV services | ✓ | |
| • Customer focus – demonstrating good listening techniques to gain a thorough understanding of customer needs, interpreting requirements accurately, to develop technical solutions and deliver a prompt and efficient service. | ✓ | |
| • Proven ability to work with internal and external colleagues and suppliers. | ✓ | |
| • Practical IT skills, including a good working knowledge of internet and digital information services. | ✓ | |



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| • Ability to work calmly and systematically in a busy environment, to prioritise work and to meet agreed deadlines. | ✓ |
| • Good verbal and written communication skills, including the ability to communicate effectively at all operational levels. | ✓ |
| • Problem solving and analytical skills with the ability to approach and resolve problems in a thoughtful and practical manner. | ✓ |
| • Practical working knowledge and implementation experience of core IT Service Management processes such as Asset and Incident Management/Service Requests. | ✓ |
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