IT & AV Engineer

Reporting to: Head of IT & Business Services / IT Manager

Salary: £29,000 FTE

Hours: 37.5 hours per week (full time)

Term: Permanent

Job Purpose

A key role in delivering information services and technology support to students, staff, fellows, and guests. Strong IT and Audio Visual skills, the ability to communicate well and offer customer-focused helpdesk support to users at all levels are essential. An ability to work as part of a team, as well as independently, is particularly important.

The IT & AV Engineer will also support with the maintenance and upgrade of the College's IT Infrastructure.

Duties and responsibilities

1. To be the support contact for all general and technical IT and AV enquires. This includes troubleshooting, installing hardware/software, configuring new computer devices, training, and provision of documentation. The role holder will need to be able to deal with issues from the initial point of contact through to a satisfactory resolution.

2. To perform daily checks of the student computer rooms, server rooms and AV facilities and take remedial action as necessary.

3. To provide IT and AV support for all College meeting rooms facilities, including internal and external conferences and daily AV setups as required. Experience of hybrid meeting room solutions is particularly important.

4. To assist with upgrading and maintaining the Colleges IT Infrastructure including:
   - The College network, including independently installing switches and wireless points.
   - Server rooms and servers including hardware and software.
   - Security of the College networks, servers and administrative desktops.
   - Student, staff administrative and Fellows computing facilities.
   - Microsoft Active Directory technologies
   - Microsoft O365 / Azure technologies
   - Microsoft & Linux desktop and server operating systems
   - Line of business applications (Microsoft Office etc.)
   - Audio Visual equipment, room setup and troubleshooting.
   - CCTV system hardware and software.

5. To assist in:
   - updating and maintaining the College's IT equipment database.
   - managing and maintaining the College's telephone system.
   - managing the college email domains and maintain College email list.

- technical support for the website to College members and staff.
- advising members of College and Staff on the selection of appropriate new hardware and software.

6. Security incident response as part of the IT team.

7. Ensure that best practices and industry standards are adhered to including cyber security, information security, data protection and data integrity.

8. Undertake training as part of a continual improvement programme.

9. The provision of the best efforts out of office hours support subject to an on-call rota.

10. Delivering operational projects.

The above is not an exhaustive list and the post holder may be expected to undertake other related duties as required by the Head of IT and Business Services. The list of duties may be subject to revision to meet operational requirements.

Person Specification

	Essential	**Desirable**
Education/Qualifications	A level educated or equivalent. 5 GCSEs or equivalent including Maths and English (Grade C / 4 or above).	IT related qualifications (e.g. COMPTIA, MCP, MSCA, MSCE, CCNA).
Knowledge/Experience	Extensive experience of working in an IT/AV support role (1st and 2nd line support).	Experience of IT support in Higher Education or the collegiate university.
IT Skills	Operating Systems: Windows, MacOS Devices: Configuring smartphones, tablets and general BYOD. Installing and maintaining peripherals such as printers/scanner, VOIP telephones, CCTV cameras. Applications support of MS Office, Adobe suite, Finance software, CRM, website software.	Operating Systems: Linux, Windows Server Backend services: Active Directory, DNS, DHCP Network: Switch configuration
Audio Visual (AV) skills	Understanding of projectors, digital displays and hybrid meeting technology.	Previous experience of AV support in a similar educational environment.
Other skills	A high level of spoken and written English. Ability to explain technical concepts in a simple clear and	Proactive, thinking ahead to anticipate potential issues and addressing these before they arise.

	comprehensive manner to a non-technical audience.	
Personal qualities	A collaborative worker who is also self-motivated and approachable with a 'can-do' attitude. Organised and able to work independently and as part of a team. Able to balance and prioritise 'business as usual activities with unplanned events. Professional and customer-focused representing the IT team internally and the College externally. Able to maintain a high level of confidentiality and discretion.	

16th April 2024