

## JOB DESCRIPTION

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### Job Details

**Job Title:** Audio Visual/IT Technician/Engineer

Division:

Base:

Full Time:

Band:

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### Job Purpose

To manage and provide a diverse and innovative range of support, on all AV and related IT systems applications and equipment. To aid; learning, teaching, and administration in support of undergraduate medical education and MFT. The applicant will need a broad range of knowledge in dealing with Audio Visual equipment and related IT systems, with at least 5 or more years' experience within a similar setting.

The post holder will be responsible for the delivery and management of AV/IT services and the education and training facilities across the CSU and the Undergraduate Medical Education Department, dealing with the day-to-day student/staff/user support of the education and training facilities. To provide where necessary bespoke event management ensuring the needs of each customer/user are met. This also includes other AV and related IT systems, peripherals and reprographic equipment support which is essential to the UME department.

The post holder will be responsible for the provision of expert advice, instructional and technical support to internal and external customers/students/users relating to the Audio Visual and IT equipment and peripherals. This will include upgrading, installation, setup, repair, and maintenance of equipment. Responsible for providing solutions, obtaining quotes for the purchase of all Audio Visual equipment. This will include procurement and negotiating with suppliers to secure the best quote where necessary.

To assist the operational manager/receptionist with regard to room bookings and front of house reception duties/services. Dealing with enquiries regarding rooms and equipment and providing solutions where necessary. Assist in the daily operation of the Undergraduate Department/Academy in accordance with those departments' policies and procedures.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff.

### Main Duties and Responsibilities

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- Responsible for the provision of expert advice on audio-visual and IT equipment. Ensuring the customers/users are guided accordingly to use the AV equipment and available space providing training where necessary.
- Post holder is the key point of contact, representing the UME department when liaising with external AV/IT suppliers during the introduction of new systems/processes. This will include reviewing options available and submitting researched recommendations to senior UME budget holders. Use of tact and diplomacy when dealing with customers and suppliers.
- To ensure that all customers/users are aware of, and adhere to, health and safety, security and fire policies and procedures using diplomatic communication skills. This includes customers/users, PFI Partners, contractors, etc.
- Manage and administer all staff IT accounts for access to the University of Manchester network, ensuring accounts are renewed periodically. This involves liaising direct with staff internal/external and the University HR and IT Services to ensure forms are countersigned and processed correctly.
- Manage all NHS IT account requests for staff/students including requests for account renewal and access for EPR, PACS, Email, etc. Liaise direct with IT to solve any staff/student access issues.
- Provide support for iPad usage during clinical examinations, providing training, troubleshooting, and rectifying faults during the exams. Monitor submissions, check and test mark sheets, ensuring iPad's work correctly for each exam, updating software/hardware where necessary.
- Maintain inventories of audio/visual and multi media equipment.
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### **Communications**

- Post holder is responsible for dissecting complicated and difficult technical information into a language that can be understood by non-technical personnel who require a basis understanding to fulfil their duties. e.g. equipment use, event/meeting set up, etc.
- Post holder is required to provide senior UME colleagues with specialist advice & recommendations when considering the introduction of new business technologies.
- Post holder is responsible for maintaining positive and productive working relationships with ICT departments/colleagues, as well as other departments across UHSM, and external entities where frequent cooperative working is required.
- Liaise with other departments who provide essential services to the lecture theatres e.g. Domestic Services/Sodexo, Catering, security and IT Support.
- Provide training and give technical presentations to small groups.

### **Analytical and Judgemental Skills**

- Manage, plan, and source solutions, according to departmental needs with regards to AV/IT equipment. Setup and support the operation of audio visual equipment and systems. Installation, setup, and maintenance of AV controlled IT equipment including PC's and peripherals. Including the installation of software, hardware, and upgrades. Liaising with appropriate internal and external IT related teams.
- Manage and maintain cataloguing of all audio visual and related IT equipment/systems/peripherals.
- Use specialist knowledge to diagnose problems on audio visual equipment and related IT systems, and either carry out repairs/rectify faults or take appropriate action to resolve the problem. This includes liaising with internal or external parties to ensure any other repairs are done in a timely fashion.

### **Planning and organising**

- To monitor stock usage arrange supplies in time to maintain services.

- To maintain own continued professional development, updating skills and knowledge to take account of technical developments
- To plan for the updating of equipment and software and for the continuing development of the service, forward planning for future replacement in accordance with budgetary control.
- Produce technical material (e.g. graphics, slides and promotional material).
- Organise and produce video and sound recording / editing. Installation and operation of video camera recording equipment. Create DVDs, or web based media. Provide a full service from start to finish, i.e. equipment setup, recording, editing and produce a finish video, or build a full DVD including menus, and exporting to specified format of either physical or web based.
  1. Specialising in the use of video editing programs to transfer media from one source to another including VHS/DVD and CD/Web formats according to the customer specification as well as providing advice on transferring video and sound.
  2. Specialise in taking images, and provide a photography support service for Undergraduate department/MFT. Specialising in the use of professional camera equipment to take photographs as and when required, ensuring consent is obtained before commencing. Taking appropriate images and providing a full editing service to end user specification, for use in publication/promotional material/ advertisements, etc.

#### **Responsibility for Policy and Service Development and Implementation**

- Manage the sourcing, repairs, and stock of the UME photocopier. Liaising with, and providing usage details to lease company. Provide user support, training, repairs, manage stock and usage. Source best deals according to budgetary constraints.
- Monitoring and management of stock levels of consumables and parts.
- To obtain specifications and quotations from suppliers. Track and ensure goods are received.
- Manage, plan, and source solutions, to departmental needs with regards to AV/IT equipment. Setup and support the operation of audio visual equipment and systems. Installation, setup, and maintenance of AV controlled IT equipment including PC's and peripherals. Including the installation of software, hardware, and upgrades

#### **Responsibilities for Human Resource and Leadership**

- Monitoring and management of stock levels of consumables and parts.
- To obtain specifications and quotations from suppliers. Track and ensure goods are received.
- Maintain and ensure the security of all AV equipment and related IT systems, manage an inventory of all departmental equipment.
- Manage and maintain any loan equipment ensuring equipment is signed out, returned on time, and checked appropriately.
- Create and manage a reception rota to provide cover where necessary. Providing cover as and when required for UME reception. Be responsible for the booking system in receptionist's absence. Deal with booking enquiries covering the booking system in the receptionist's absence.

#### **Supplementary Information** *(Remove/amend wording in italics accordingly)*

#### **Freedom to Act**

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- Lead specialist in audio visual field.
- Postholder will work independently and be accountable for own actions, escalating any issues to senior staff where appropriate.
- Responsible for planning, managing, and prioritising own work within the confines own specialist area, ensure urgent requests are completed on time.
- Working to deadlines is a regular feature of this job.
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## **Responsibility for Financial and Physical Resources**

### **Source**

## **Effort and Environmental Factors**

### **Physical Effort**

- This post requires frequent levels of manual handling e.g. relocation and/or installation of equipment, with some handling of heavy boxes such as supplies, equipment, loading and manoeuvring trolleys. Use of step ladders. Also includes standing for periods of time using photocopier machines and sitting for data input and frequent keyboarding.

### **Mental Effort**

- This post involves periods of sustained and frequent concentration and requires high levels of accuracy, particularly when searching for online information and entering data. Concentration must be maintained during periods of interruption e.g. stopping to deal with enquiries, requests from users, equipment trouble shooting etc.

### **Emotional Effort**

- The content within working environments, computer systems and online services, may contain distressing material, images and written information.

### **Working Conditions**

- Daily use of computers and associated equipment. Long periods of lone working. The post is often first contact for customers due to first responder work duties. Requirement to access equipment/materials which can be dusty/dirty. Occasional requirement to work in dusty/dirty, hot/cold, restricted access environments e.g. under desks, within communications rooms and cabinets, ceiling voids, etc.

## **General & Corporate Duties**

### **Risk Management**

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

### **Records Management/ Data Protection**

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

### **Confidentiality and Information Security**

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

### **Data Quality**

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

### **Health and Safety**

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

### **Infection Prevention**

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

### **Trust Policies**

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

### **Equal Opportunities**

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

### **Safeguarding**

All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.

All staff should refer any safeguarding issues to their manager and speculate accordingly in line with the Trust Child and Adult Safeguarding Policies.

Any post deemed to have regular contact with children and/or vulnerable adults with require a Standard/Enhanced\* DBS (Disclosure and Barring Service check).

## Person Specification

Attributes	Essential	Desirable	Method of Assessment
<b>Education/Qualifications</b>	<p>Educated to degree level or equivalent level of experience.</p> <p>Postgraduate Diploma in specialist audio visual media or equivalent level of experience.</p> <p>BTEC ONC/OND or equivalent in Computing or IT.</p>		
<b>Experience</b>	<p>5 years' experience as an AV/IT Technician or similar role.</p> <p>In depth specialist knowledge of Audio visual/IT systems, hardware and software acquired through diploma or equivalent experience.</p> <p>Specialist working knowledge of modern Audio Visual and Information Technology including; desktop operating systems, software packages and mobile devices, including smartphones and tablets.</p> <p>Experience of servicing and repair of complex specialist AV/IT and related equipment</p> <p>Extensive knowledge of PC system hardware, related equipment and software.</p>	Events management	
<b>Skills</b>	<p>Excellent written &amp; verbal communication skills.</p> <p>Excellent negotiating skills.</p> <p>Excellent presentation skills.</p> <p>Advanced IT skills</p> <p>Excellent manual dexterity &amp;</p>		



	<p>co-ordination.</p> <p>Advanced logical and creative fault finding skills.</p> <p>Ability to use own initiative.</p> <p>Ability to meet tight deadlines.</p> <p>Excellent interpersonal skills.</p>		
<b>Knowledge</b>	<p>Advanced knowledge of audio/visual and multi media equipment including sound technology, lighting systems, video conferencing and audio visual display units.</p> <p>Advanced knowledge of IT hardware/software/peripherals.</p> <p>Advanced knowledge of networks and software packages.</p> <p>Advanced knowledge of technical advances.</p> <p>Awareness of specialist current and emerging technologies.</p>	<p>Knowledge of Microsoft/Apple products/software.</p>	
<b>Aptitudes</b>	<p>Excellent team working skills. Self motivated, friendly, self-confident, ability to work with others</p> <p>Resilience ability to deal with challenging situations and behaviours.</p> <p>Ability to deliver a high standard of service.</p> <p>Ability to work autonomously.</p> <p>Ability to work under pressure and to tight deadlines.</p> <p>Commitment to continuing professional development</p> <p>Ability to work flexibly and</p>		

	reliably in response to service demands e.g. absence cover, unsociable hours		
	Ability to be able to move and lift heavy items		

**Post Holder's name/s:** .....

**Post Holders' Signature/s:** ..... **Date:** .....

**Manager's Name:** .....

**Manager's Signature:** ..... **Date:** .....

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