

JOB DESCRIPTION

Job Title	AV Support Engineer		
Reports to	AV Support Manager		
Department	Customer Services, Technology		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

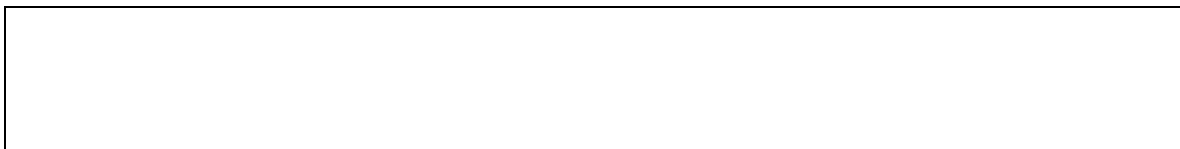
With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS IT department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in IT Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, project delivery, business change and enterprise architecture.



Job Purpose

To provide customer facing support, advice and troubleshooting services to all members of the school community (staff, faculty, students, executive participants and alumni) primarily during teaching and events.

To include the provision of hardware and software support on AV facilities, hybrid teaching and events, and IT support where required.

Act as a point of contact for gathering requirements and set up onsite and offsite events including PA systems with various microphones, projection and relay screens. Will include live audio and video mixing on occasion.

Conducting checks of the teaching spaces prior to teaching sessions.

Manage and maintain teaching facilities across campus including diagnosing, configuring and replacing AV systems and reporting faults

Providing customer facing technical support and advice to staff, faculty on all aspects of the physical teaching environment.

Working hours on a shift basis covering Monday to Saturday. Based on 35 hours per week standard, shift cover between 7am – 7.30pm) with ad-hoc requirements for evening, Sunday and Bank holiday cover.

Person Specification: Qualifications to BA level, Design or Performance and/or Industry equivalent qualifications or experience and certification that demonstrates level of technical knowledge required for the role (i.e. Avixa CTS). Thorough knowledge of networked AV systems, server architecture and PC/ Mac with the ability to troubleshoot. Knowledge of industry “best practice” standards such as AVIXA/InfoComm, BS 8590:2014, ISO 9001, ISO 14001 Strong working knowledge of common switching, distribution, audio and control system products, namely Crestron, AMX, Extron.

Strong working knowledge of common switching, distribution, audio and control system products, namely Crestron and AMX. Ability to read and interpret blueprints, floor plans and technical wiring diagrams. Relevant Experience 2+ years' experience supporting networked AV solutions in a higher education or enterprise environment. Strong working knowledge of audio visual control systems, hardware, software and associated terminology. Extron product knowledge and control system programming/configuration experience highly desirable. Ability to troubleshoot, isolate and resolve control system issues. Relevant experience in supporting video assisted technology in teaching, such as lecture capture and web video conferencing. Experience supporting end users in their use of hardware and software (MS Teams, Zoom, OBS) for remote learning, lecture capture and live streaming. A good technical understanding of video conference standards and protocols. Live event experience (audio, video, streaming).

Demonstrable technical skills or knowledge to contribute to the delivery of a safe and efficient service within the AV and Central Loan Store environments. Including relevant knowledge and use of a wide range of technical loan equipment.

Demonstrable experience of working in a busy customer facing role, providing technical support for hardware and software.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

- **Project Management**

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- May be working towards relevant professional qualification.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.
- Budget management experience

Resources including team management

Staff	
Budgets	
Date Updated	