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Job description and person specification

# Specialist Technician AV



Credit: Tony Lall-Chopra

ual: | **amberwell**  
college of arts

**central**  
saint martins

**chelsea**  
college of arts

**london college**  
of communication

**london college**  
of fashion

**wimbledon**  
college of arts

# Job description

<b>Job title</b>	Specialist Technician AV
<b>College/Service</b>	
<b>Department/Team</b>	Technical Resources, Learning Technology
<b>Accountable to</b>	Technical Coordinator AV
<b>Contract</b>	Permanent
<b>Term</b>	35 hours per week, 52 weeks per year
<b>Grade</b>	
<b>Salary</b>	£39,644 - £47,184 per annum
<b>Location</b>	UAL East Bank
<b>HERA Reference</b>	LCC196

## Purpose of the role

As a Specialist AV Technician, you will bring an advanced level of technical expertise and experience to champion successful learning and teaching, showcasing and live events experiences for all building users across the spaces at the AV Award and InAvate award winning London College of Fashion's East Bank Campus, located within the Queen Elizabeth Olympic Park, Stratford.

As a specialist member of the AV team, you will apply a broad technical skillset to deliver space products across >200 AV equipped teaching locations as well as public event spaces throughout the 17-floor vertical campus building.

As one of two specialist AV technicians you will supervise and motivate the technicians within the AV team, acting as a knowledgeable point of reference and escalation and helping to promote proficiency with room and space products across LCF's building users, guests and course communities. You will supervise and contribute to the delivery of multidisciplinary projects, liaising with relevant stakeholders and internal and external teams.

The East Bank campus boasts a fully converged AV over IP design throughout, offering flexibility and an adaptable portfolio of solutions, enabling the College to scale and meet new challenges.

Among these are our flagship lecture theatre featuring an 11m x 2.7m DV LED display as well as a XR/Virtual Production research volume, the first of its kind in Europe. These state-of-the-art facilities and the team's adjacency offer opportunities for personal professional development in associated disciplines and practice.

This post offers an exciting opportunity for an experienced and highly motivated individual to contribute to a vibrant working environment within East London's up and coming Culture and Education district, working across diverse teams, building professional relationships and contributing to LCF and UALs creative vision, social purpose and culture.

### Key duties and responsibilities

- To provide specialist second-line audiovisual expertise to all building and space users and guests across the LCF East Bank Campus and Making for Change at Poplar works to facilitate learning and teaching, research and Knowledge Exchange (KE), events and showcasing activities.
- To develop and enhance student learning and teaching, providing an excellent student experience through a pallet of space product, underpinning core academic delivery at LCF East Bank. To engage and advise course teams on the development and implementation of emergent and future pedagogies using applied technology and innovative solutions in response to curricular and academic portfolio development and change.
- Within a multi-tier preventative and reactive AV team, provide knowledge, experience and problem solving at a second-line level, owning and progressing more complex issues and escalating to the next tier when needed. To undertake methodical systems diagnostics, with a particular focus on the fully converged / network centric AV over IP infrastructure at LCF East Bank, encompassing audio, video and control transport over the core network, primarily, but not exclusively via NDI, IPMX, Dante / AES67, Q-SYS Control.
- To contribute to the BAU and Strategic development of the space product offer throughout the LCF East Bank site and at Making for change at Poplar works. To take shared responsibility over the resources, systems, staffing and the ongoing progression of space, service and building products at LCF East Bank.
- To contribute to the fulfilment and development of the LCF East Bank live events, showcasing and conferencing offer, particularly the development of multi-camera live streaming, FOH Audio mixing within our 334 seat Lecture Theatre.
- To undertake frontline maintenance and repairs liaising with suppliers and contractors to meet statutory and recognised professional procedures and guidelines, as agreed with Technical Coordinator and/or Associate Director (Technical Resources).
- To take responsibility for the keeping of inventories, carrying out risk assessments and appropriate records with regard to equipment, procurement and consumables.
- To liaise internally and externally with professionals and recognised practitioners and artists, attend conferences and exhibitions to share and develop ideas, knowledge and expertise that can be translated to support academic learning and research activities.
- To supervise the work of the first line AV and Digital skills teams in maintaining staff and student experience within the learning Spaces at East Bank and act as a point of reference assisting with troubleshooting and providing guidance in line with Learning

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Technology principles and strategies. Where required, to lean across into other areas of Business As Usual (BAU) within the Learning Technology team, such as those duties performed within first-line roles or adjacent supervisory roles.

- To contribute critical input to student concept and expressive/creative intention through technical workshops, including giving feedback to students and staff, contributing to student formative assessments, with reference to appropriate learning outcomes of the course or project.
- To be involved with the design, production and development of appropriate teaching and learning materials to suit specific areas of specialist activity and service delivery.
- To undertake health and safety duties and responsibilities appropriate to the role, including work at height and manual handling and associated training and certification, such as IPAF.
- To undertake continuous personal and professional development. To further develop technical skill, ability and understanding through peer-to-peer Higher Education networks, trade shows and conferences, bringing technological and pedagogic enhancements and learning from outside the institution or from across the institution back to the team.
- To make full use of all information and communication technologies in adherence to data protection policies / GDPR to meet the requirements of the role and to promote organisational effectiveness.
- To Work across core operating hours with evening and daytime shifts available on a rota system or as agreed. Occasional weekend or evening working will be required.

## Key working relationships

- Reports to Technical Coordinator AV and Learning Technology Associate Director. Technical Resources.
- Technical coordinator Digital Skills
- Technical Coordinator Content Production
- Technical Coordinator Low Residency
- College IT team
- College AV team
- Content Production Team
- Showcasing / exhibitions team
- LCF events team
- Course Leaders, Senior academic leadership

## General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as

reasonably may be expected and assigned to you from anywhere within the university.

- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

# Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

## **Experience, knowledge and qualifications**

- CTS, CTS-I or CTS-D or other industry recognised accreditation are very desirable.
- QSC Q-sys certification and prior experience with other AV control systems (Extron, Crestron, AMX or similar), Audinate Dante certification up to level 3 and experience of using related software and hardware. Experience of using NDI transport, software and endpoints
- A solid understanding of applied network topologies, principles and protocols. Experience of live streaming and hybrid events over various platforms (MS Teams, Blackboard, YouTube) and software (OBS, Vmix).
- Experience of installing, configuring, commissioning, enterprise support of Lecture capture systems (e.g. Panopto, Echo 360 or equivalent).
- Experience of and understanding of audio in a live events setting such as live music, mixing and panel discussions. Experience of professional audio hardware such as digital mixers, microphones, DSP units and mix minus systems.
- Experience of physical installation of large AV items (displays, speakers) especially using ladders, MEWPs and Rigging observing Health and Safety guidelines and responsibility for the safety of others. Experience of leading on AV installation and integration projects, supplies and staffing. Experience of using proprietary configuration and updating software (e.g. Extron PCS). Experience of supervising external contractors undertaking AV projects and offering services for events. Certification in safety training programmes such as IOSH, IPAF and PASMA desirable.
- General Competence in use of Microsoft office 365 apps. General competence in graphic design and content creation/editing app (Adobe etc).

## **Communication skills**

- Able to explain complex technical concepts to a mixed-ability, and/or non-native English-speaking audience in an inclusive and accessible way.
- Able to communicate concisely and effectively in a timely manner within the AV team and across other related teams.

## **Student experience or customer service**

- Make a significant contribution to improving the student experience by supporting and developing the classroom and live events AV facilities.