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| JOB DESCRIPTION AND PERSON SPECIFICATION | |
| **Job Title**: Learning Technology Support AV Support Technician | **Salary**: £27,226-£33,236 pa |
| **Contract Length**: Part Time Term Time Only | **Hours/FTE**:Full Time |
| **Grade**: 3 | **Location**: LCF sites Mare Street, High Holborn and Lime Grove |
| **Accountable to**: LTS Manager, AV Technical Coordinator, Content Production Coordinator, LTS Staffing Coordinator, LTS College IT Coordinator | **College/Service**: London College of Fashion/Learning Technology Support |
| **Purpose of Role:**  To contribute to the delivery of technical services within Learning Technology Support in the College with the day to day operation of reprographic and audio visual facilities in teaching and learning. (Including lecture theatres, seminar rooms, workshops and IT open access).  To provide assistance and advice to all users with the delivery of the Learning Technology Support services to support academic activities and meet course outcomes. | |
| **Duties and Responsibilities**   * To contribute to the delivery of audio visual and reprographic technical resources, collaborating with technical team members and working to key priorities as identified with Technical Coordinator and/or Specialist Technician, with some scope for discretion to decide on the order and sequence of activities. * To undertake the daily preparation of audio visual and reprographic facilities and resources to ensure that they are supplied and maintained in safe and effective working order and that Health and Safety requirements and risk assessments are complied with. * Prepare, set up and demonstrate the use of audio visual and related computer equipment for staff and student use in lecture rooms and classrooms as required. To set-up and operate specialised video and audio equipment for events, recordings and shows on or off site. * To assist with the preparation of audio visual learning materials, equipment and reprographic consumables for students and staff use at the start of each day and for the return and security of materials and equipment at the end of each day. * Operate a booking system for AV equipment and keep appropriate records in accordance with Learning Technology Support procedures * To provide assistance and advice to students within own levels of expertise, escalating queries and problems where relevant. * To provide support to students in self-directed and open access sessions. * Monitor photocopiers and Multi Function Devices used by the college on that site, maintain stock levels and report any faults as required * To assist in the planning, preparation, mounting and dismantling of exhibitions and other public events. * To assist LTS team members with the resolution of problems and obstacles with the delivery of resources and services where appropriate, employing systematic and methodical approaches to problem solving. * To provide technical assistance to students in accordance with LTS service level standards, reporting student feedback and complaints to LTS team members and Technical Coordinator. * To develop expertise with the use of audio visual and reprographic equipment and practices, updating skills and knowledge with new equipment and practices, by learning from LTS team members or attending training courses internally or externally, where deemed relevant to the curriculum. * To keep up to date with new and developing technologies and practice by carrying out simple investigations, sourcing information, reading electronic and hardcopy texts. * To assist LTS team members with the selection and introduction of new processes and developments, in response to the changing needs of the curriculum. * To carry out basic and routine proactive and reactive maintenance procedures with guidance from more senior LTS team members. * To perform routine housekeeping activities to keep all work areas in a safe, orderly and hygienic condition. * To assist in the maintenance of the LTS inventories, risk assessments and appropriate records with regard to equipment, stock lists, ordering of stock, equipment and consumables; servicing and repair of equipment.   General   * To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University * To undertake health and safety duties and responsibilities appropriate to the role * To work in accordance with the University’s Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work * To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University’s Planning, Review and Appraisal scheme and staff development opportunities * To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness * To conduct all financial matters associated with the role in accordance with the University’s policies and procedures, as laid down in the Financial Regulations | |
| **Key Working Relationships**: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.  * Learning Technology Support Manager, Learning Environment and Technical Resources Co-ordinator, Content Production Co-ordinator, LTS Technical Assistant | |
| **Specific Management Responsibilities** **Budgets**: none  **Staff**: none  **Other** (e.g. accommodation; equipment): equipment and immediate learning environment/ facility / area etc | |

Signed Date of last review

(Recruiting Manager)

**Job Title: LTS AV Support Technician Grade: 3**

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| Person Specification | |
| Specialist Knowledge/ Qualifications | Relevant qualification, BA in Digital Media, Media Production or equivalent.  Extron product knowledge and/or programming experience, Infocomm CTS certification, live event/exhibition experience (audio, lighting, video) and video editing experience is desirable |
| Relevant Experience | Relevant experience working with reprographic and Audio Visual technical resources and is able to work independently.  Print industry experience, of both hand and machine finishing and have a working knowledge of black & white and colour digital/photocopying systems from low to high volume printing and binding tasks.  Experience of print finishing is essential as is familiarity with print software and data files. Good knowledge of Adobe Photoshop and InDesign essential for this role. |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media. |
| Leadership and Management | Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance |
| Research, Teaching and Learning | Uses effective teaching, learning or professional practice to supports excellent teaching, pedagogy and inclusivity |
| Planning and Managing resources | Plans, prioritises and organises work to achieve objectives on time |
| Teamwork | Works collaboratively in a team and where appropriate across or with different professional groups |
| Student Experience or Customer Service | Provides a positive and responsive student or customer service |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve problems |

**Last updated:**