



JOB DESCRIPTION

Job Title: Audio Visual and Classroom Support Manager	
Department /Division/Unit: IT Services	
Faculty/Professional Service: AAS	
Location: London-based and flexible	
Reports to: Head of Support and Operations	
Responsible for: Two AV and Classroom Support Officers, one Evening Support Officer	
Full Time/Part Time/Casual: Full time	Hours <i>(if less than full time):</i>
Grade: 6	
<p>Overall Purpose of the job</p> <p>The post holder has overall responsibility for the installation, operation, maintenance and upgrade of audio-visual, video-conferencing and multimedia presentation facilities and services in venues across the School (including lecture theatres, classrooms, meeting rooms and teaching laboratories). They also act as service owner for the Zoom service to support hybrid teaching and meeting facilities across LSHTM.</p> <p>These services are delivered, maintained and managed by a team of three support officers which the postholder manages. The Audio-Visual Team constitutes part of the wider Support and Operations Team, within IT Services.</p> <p>The role involves:</p> <ul style="list-style-type: none"> • Acting as technical lead on audio-visual, video conferencing and presentation facilities and services. • Liaison with staff across the School to ensure that the audio visual and video conferencing facilities and systems are aligned with user requirements, continually driving service improvement. • Devise, maintain and review a set of standards and policies in relation to the School's audio-visual, presentation and video conferencing services. The primary focus of this activity is to ensure that we are delivering a consistently high-quality, user-focused suite of appropriate services. 	

- Manage the team of two Audio-Visual and Classroom Support Officers and one Evening Support Officer to maintain the delivery and upkeep of high quality audio-visual and video conferencing services for the School.
- Ensuring the audio-visual and video conferencing equipment is in full working order, arranging periodic maintenance and refresh.
- Organising regular maintenance checks including during the evenings through the Evening Support Officer role.
- Troubleshooting and resolving technical issues with AV and/or video conferencing equipment.
- Liaising with external installation engineers and maintenance contractors for new installations and to ensure preventative and remedial maintenance of all audio-visual and video conferencing systems.
- Providing advice and training to first-line support staff on the ITS helpdesk in order to assist with AV and video conferencing call-outs.
- Management of the Audio Visual and Classroom Support budget.
- Ensuring comprehensive maintenance agreements are in place and arranging tenders and renewals.
- Developing detailed, costed proposals for delivering new or enhanced AV and video conferencing presentation services and/or facilities within the School.
- Developing detailed costed plans for the implementation of upgrades and system renewals in partnership with stakeholders, suppliers and integrators.
- Overseeing the implementation of the above.
- Managing 3rd party AV suppliers, including providing assurance for new designs and installations.
- Assist in the integration the lecture capture system with the relevant AV and/or video conferencing systems, ensuring the hardware elements of lecture capture regime are fully functional and meet the changing needs of the School.
- Maintaining detailed documentation and inventory lists on all relevant systems, and back-up provision (incl. regular back-up of any programming) to ensure rapid restoration of service in the event of a failure.
- Costing for and arranging rolling replacement of AV and Video conferencing equipment.
- Responsible for dealing with AV & Classroom Support tickets via the ServiceDesk system.
- Liaising with other ITS staff on all relevant AV and video conferencing related matters.
- Monitoring of service performance against any agreed targets, OLA or SLA's assuring a high quality service offering.
- Attending relevant professional conferences, seminars and events, networking with AV/multimedia specialists at other HE institutions.
- Undertaking regular relevant training in new and existing AV, multimedia, Video conferencing and presentation and production technologies.
- Ensuring sufficient and appropriate onsite coverage to support teaching, meetings and events.

- Managing the workload and schedule of the Evening Support Officer to ensure the IT and AV equipment in the teaching rooms are functioning and evening events are supported.
- Ensure availability of Helpdesk coverage from the AV & Classroom Support team and assisting with management duties for the Helpdesk such as queue management and managing major incidents if required.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at: <https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker>

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

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Competency	Evidence	E/D
Education, Qualifications and Training	<ul style="list-style-type: none"> • Education to degree level or substantial experience relevant to the post 	E
	<ul style="list-style-type: none"> • Qualification in an audio-visual or related multimedia technology 	E
	<ul style="list-style-type: none"> • Evidence of continuing professional development 	D
Experience		
Experience	<ul style="list-style-type: none"> • Front Line Multimedia service support in a complex environment 	E
	<ul style="list-style-type: none"> • Supporting a broad range of audio-visual and multimedia applications, devices and associated software, including Zoom-certified hardware and lecture capture systems 	E
	<ul style="list-style-type: none"> • Service management and support of video conferencing regimes, preferably Zoom 	D
	<ul style="list-style-type: none"> • Implementing upgrades and equipment renewals cycles 	D
	<ul style="list-style-type: none"> • Operating and supporting multiple Multimedia applications across different platforms 	D
	<ul style="list-style-type: none"> • Managing/Supervising AV/Multimedia technical staff 	E
	<ul style="list-style-type: none"> • Budget Management 	D
	<ul style="list-style-type: none"> • Technical project management 	D

Knowledge	<ul style="list-style-type: none"> • Appropriate Audio-visual systems knowledge, including systems to support lecture theatres, meeting and teaching rooms 	E
	<ul style="list-style-type: none"> • General IT & PC skills, including Microsoft office 365 	E
	<ul style="list-style-type: none"> • Knowledge of sound production and radio microphone systems 	D
	<ul style="list-style-type: none"> • Knowledge of current audio-visual control systems 	D
	<ul style="list-style-type: none"> • Knowledge of both AV and IT cabling systems and principles 	D
Personal Qualities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills 	E
	<ul style="list-style-type: none"> • Collaborative and flexible approach and ability to work well and effectively with all colleagues and students 	E
	<ul style="list-style-type: none"> • A strong customer focus – demonstrating a thorough understanding of customer needs 	E
	<ul style="list-style-type: none"> • The ability to think logically and to track faults methodically and resolve them 	E
	<ul style="list-style-type: none"> • Ability to work on own initiative but able to work within a close-knit team 	E
	<ul style="list-style-type: none"> • Ability to work under pressure while remaining calm and polite 	E
	<ul style="list-style-type: none"> • Commitment to School's LSHTM policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background 	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well