JOB DESCRIPTION

Job Title: Audio Visual and Classroom Support Officer	
Department /Division/Unit: IT Services	
Faculty/Professional Service: AAS	
Location: London-based and flexible	
Reports to: Audio Visual and Classroom Support Manager	
Responsible for: n/a	
Full Time/Part Time/Casual: FT	**Hours** *(if less than full time):*
Grade: 5	

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

History

Founded in 1899 at the London Docks, LSHTM is now based in Bloomsbury, where it has two main sites at Keppel Street and Tavistock Place, and additional sites in The Gambia and Uganda. Today, our staff, students and alumni work in government, academia, international agencies and health services across the world.

Research

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to

the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

Staff community

We have 3,500 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Partnerships

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

Education

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,800 studying by distance learning, and 500 each year on short courses and continuous professional development. Our free online courses are studied by more than 300,000 participants globally.

Excellence in research and education

We perform strongly in various global university league tables. In the ShanghaiRanking's Global Ranking of Academic Subjects 2022 we placed 3rd in public health (1st in the UK). In the 2022 CWTS Leiden Ranking LSHTM is ranked 1st in the world for publishing open access research and 1st in the UK for the proportion of academic research with women listed as authors. Our global partnerships are also recognised, with LSHTM placed first position in the UK and 10th in the world for the proportion of our research which includes international collaboration.

In the US News Best Global Universities Ranking 2022, we ranked 2nd in the world for public, environmental & occupational health, 4th in the world for infectious diseases, 14th in the world for social sciences & public health, and 13th best University in the UK overall. We ranked 23rd for medicine in the 2021QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health, and social sciences and biomedical.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

Overall Purpose of the job

The AV & Classroom Support Team have overall responsibility for the support, 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.

The AV & Classroom Support Team constitutes part of the wider Operations and Support Team, within IT Services.

Working pattern will normally be within daytime hours (Mon-Fri), though occasional evening work to support events may be required. You will be part of a rota system having some regular shifts on the Helpdesk alongside colleagues from the other support teams.

The role involves:

- Supporting audio-visual, multimedia and video conferencing 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.
- Working with the AV & Classroom Support Manager, fellow Audio-Visual and Classroom Support Officers and one Evening Support Officer, to maintain the delivery and upkeep of high quality audio-visual, multimedia and video conferencing services for the School.
- Ensuring the audio-visual, multimedia and video conferencing equipment is in full working order.
- Carrying out regular maintenance checks.

- 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.
- Where necessary, working with 3rd party AV suppliers, for maintenance, repairs, upgrade and new installations.
- Assist in the integration of 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.
- Responsible for dealing with AV & Classroom tickets via the ServiceDesk system.
- Liaising with other ITS staff on all relevant AV and video conferencing related matters.
- Adhering to service performance within any agreed targets, OLA or SLA's assuring a high quality service offering.
- Working as part of a team ensuring sufficient and appropriate onsite coverage to support teaching, meetings and events.

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.

As per Human Resources guidance and policy, this role may present some flexible working and hybrid working opportunities.

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.

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	• Education to degree level **and/or** substantial experience relevant to the post • Qualification in an audio-visual or related multimedia technology • Evidence of continuing professional development	E D D
Experience	• Front Line AV/Multimedia service support in a complex environment • Supporting a broad range of audio-visual and multimedia applications, devices and associated software • Support of video conferencing regimes, preferably Zoom • Providing hardware and software support for deployed applications and solutions; including Zoom-certified hardware and lecture capture systems • Implementing upgrades and equipment renewal cycles • Operating and supporting multiple Multimedia applications across different platforms	E E E D D D
Knowledge	• Multimedia applications and operating systems and their management • Appropriate audio-visual systems knowledge, including systems to support lecture theatres, meeting and teaching rooms • Video conferencing software and hardware specification, implementation and support • General IT & PC skills, including Microsoft office 365 • Knowledge of sound reproduction systems. • Knowledge of radio microphone systems.	E E E E D D

	• Knowledge of current audio-visual control systems • Knowledge of both AV and IT cabling systems and principles	D D
Personal Qualities	• Excellent verbal and written communication skills • A strong customer focus – demonstrating a thorough understanding of customer needs • The ability to think logically and to track faults methodically and resolve them • Ability to work on own initiative but able to work within a close-knit team. • Ability to work under pressure while remaining calm and polite. • 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 E E E 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

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