

# JOB DESCRIPTION



<b>Job Title:</b> Audio Visual and Classroom Support Officer
<b>Department:</b> Information Technology Services
<b>Faculty/Professional Service:</b> Central Service
<b>Location:</b> London
<b>Reports to:</b> Audio Visual and Classroom Support Manager
<b>Full Time/Part Time/Casual:</b> Full-time
<b>Grade:</b> Grade 5
<b>Overall Purpose of the job:</b> 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.  You will be part of the rota system having some regular shifts on the Helpdesk alongside colleagues from the other support teams.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

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.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

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.

To find out more please visit our [Introducing LSHTM page](#).

# Our Values

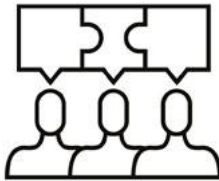
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with integrity**



**Embrace difference**



**Work together**



**Create impact**

## Main Duties and Responsibilities

- 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 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 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 Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM 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 and Development Review (PDR).**

## 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.

<b>Competency</b>	<b>Evidence</b>	<b>E / D</b>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Education to degree level and/or substantial experience relevant to the post</li> <li>• Qualification in an audio-visual or related multimedia technology</li> <li>• Evidence of continuing professional development</li> </ul>	<p>E</p> <p>D</p> <p>D</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Front Line AV/Multimedia service support in a complex environment</li> <li>• Supporting a broad range of audio-visual and multimedia applications, devices and associated software</li> <li>• Support of video conferencing regimes, preferably Zoom</li> <li>• Providing hardware and software support for deployed applications and solutions; including Zoom-certified hardware and lecture capture systems</li> <li>• Implementing upgrades and equipment renewal cycles</li> <li>• Operating and supporting multiple Multimedia applications across different platforms</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Multimedia applications and operating systems and their management</li> <li>• Appropriate audio-visual systems knowledge, including systems to support lecture theatres, meeting and teaching rooms</li> <li>• Video conferencing software and hardware specification, implementation and support</li> <li>• General IT &amp; PC skills, including Microsoft office 365</li> <li>• Knowledge of sound reproduction systems.</li> <li>• Knowledge of radio microphone systems.</li> <li>• Knowledge of current audio-visual control systems</li> <li>• Knowledge of both AV and IT cabling systems and principles</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
<b>General</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• A strong customer focus – demonstrating a thorough understanding of customer needs</li> <li>• The ability to think logically and to track faults methodically and resolve them</li> <li>• Ability to work on own initiative but able to work within a close-knit team.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

	<ul style="list-style-type: none"> <li>• Ability to work under pressure while remaining calm and polite.</li> <li>• Commitment to School's LSHTM policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background</li> </ul>	E  E
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E-Essential: Requirement without which the job could not be done

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

Date compiled: Feb 2025

## Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 5 scale in the range £39,182 - £44,847 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

## Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## Asylum and Immigration Statement

LSHTM 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 on the [government immigration rules page](#).