

Role summary

The Audio Visual Assistant is responsible for providing timely and effective support services for Conferencing (Audio & Visual), Screen Projection, Video Recording and Editing.

Role definition

Job Title: Audio Visual Support Specialist

Reporting to: Audio Visual Support Manager

Responsibilities

- Responsible for London campus Audio Visual support
- Video Conference support
- Supporting Events and presentations and meetings
- Setting up PA and amplification equipment
- Daily AV equipment checks
- Resolving errors or failures for meeting room hardware and software
- Tracing Networking related faults
- Building meeting room computers
- Support the Admin team and advising them on correct solutions to meet Business needs
- Trouble shooting and admin of Video Conference systems
- AV hardware installation and testing
- Managing raised support tickets

Qualities and skills required

- Able to demonstrate ability to undertake the above responsibilities
- Legally able to work in the country in which the position is based
- Knowledge and experience of Video Conferencing systems & configuration
- Experience supporting VC applications such as WebEx, Microsoft Teams on difference devices.
- Able to set up and support an array AV equipment, from simple small meeting USB speaker phones and cameras to larger integrated event spaces that require microphones for presenters and audience members.
- Able to operate PTZ cameras for event recordings and Livestreaming.
- Knowledge of common software applications and willingness to learn about others used in the practice
- Good knowledge of iOS and Windows devices and configurations.
- Able to demonstrate a high degree of flexibility including shift and out of hours working
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information

- Self-motivated and able to take responsibility to resolve problems
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure (while remaining calm and professional at all times)
- Good interpersonal skills
- Able to work as part of an effective team assisting and supporting team members

Desirable

- Able to build good relationships at all levels, internally and externally.
- Self-motivated and able to take responsibility to resolve problems

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

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