



JOB DESCRIPTION

Job title	Onsite AV Technician
Responsible to	IT Manager
Location	Based at Trinity Hall but you will undertake work at other Trinity Hall sites in Cambridge as required
Hours of Work	37.5 hours per week scheduled over two-week fortnight, including occasional evenings and weekends
Objective	This role is to assist, maintain and manage the Audio Visual (AV) services in College and assist with IT support when not dealing with AV related tasks.
Experience	Experience in the operation, set up and support of AV equipment in meeting rooms and lecture halls, and troubleshooting in various IT issues

Main Duties and Responsibilities

- To provide prompt technical assistance for AV equipment, including projectors, displays, sound systems, microphones, video conferencing systems and recording devices
- To troubleshoot and resolve AV-related issues reported by users, both remotely and in person, ensuring minimal disruption to classes and events
- To arrange the setup and operation of the AV equipment in all areas of the College
- To manage own time effectively in relation to business needs, using the room booking systems (i.e. Kinetic)
- To recommend and advise on upgrades and improvements required to the College's AV environment and, where possible, manage or co-ordinate the installation
- To prepare and assist in managing the AV portion of the IT budget, ensuring expenditure is within the set limits and provides value for money
- To perform regular "housekeeping" tasks such as maintenance and ensuring that College AV equipment is operational at all times and, where necessary engage external support
- To Manage the pool of Conference PCs/Laptops, ensuring they are kept up to date with security patches and anti-virus software and cleared of unwanted data
- To keep accurate and regularly updated records of all College-owned AV equipment, including renewal date, warranty information, locations used and condition

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- To liaise with suppliers and those in the University to stay abreast of AV developments and technologies within the University and the AV industry.
- To Manage AV equipment in all College meeting rooms including the Lecture Theatre, and the rooms at Wychfield and Wyng Gardens sites:
 - Maintain and operate the AV equipment
 - Provide direct AV support for internal and external events and meetings
 - Consult with and advise College Members on the use of its equipment
 - Advise on the effective use of the space
 - Monitor the building and facilities and liaise and advise the relevant College departments as necessary
- To be the single point of contact for all AV enquiries within college, whether from Conference Organisers, Students, Staff or Fellows
- To liaise closely with the Conference and Events team and guests to ascertain their needs and ensure successful AV functionality
- To co-ordinate with 3rd party AV suppliers and the Conference Office to engage their services where appropriate to ensure adequate cover for Events
- To assist, advise and liaise with the IT Department, Conference Office and Housekeeping Department on the use and set-up of AV Equipment, providing training as necessary
- To ensure the Audio Visual and IT Documentation and Information is kept up-to-date and provide training
- To create and maintain an up-to-date comprehensive inventory of AV equipment and the documentation of appropriate tasks (e.g. regular tasks and changes to system configurations)
- To provide user instructions and documentation for AV equipment and services and ensure these are available and up to date To monitor the IT Helpdesk system regularly and action AV-related requests needing attention, working closely with the IT Office team To respond to incoming AV-related requests to the IT Office either by resolving the issue or referring to the other IT Office members where necessary To assist other members of the IT Office and, when appropriate, other members of the college staff, especially during busy periods, in line with their skills and abilities
- To comply with any College policies and procedures in order to ensure the health and safety of yourself, colleagues and any other persons affected by your actions
- To handle any issues which arise and rectify to the best of their ability, referring to the appropriate manager or supervisor if necessary.
- To undertake any training provided in relation to health and safety or which is identified as necessary to do your work, and as and when necessary
- To undertake other reasonable duties as may be required by the College

**Trinity Hall reserves the right to change the duties detailed in this job description at any time.
Changes will be introduced following discussion with the post holder**

Person Specification

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role

Criteria	Essential	Desirable
Qualifications and Education <ul style="list-style-type: none"> A-levels or equivalent of practical experience Excellent level of written & spoken English University degree or event qualification in Sound/Light Engineering or Theatre Technician Skills 	✓ ✓	✓
Skills, Knowledge and Training <ul style="list-style-type: none"> Exceptional problem-solving skills for diagnostics and resolutions Proficiency in using and troubleshooting video conferencing platforms and familiarity with AV control systems Good organisational skills Excellent communication and interpersonal skills Good customer service skills Competency in MS Excel, Word, Outlook and PowerPoint Ability to convey technical information to non-technical customers Knowledge of room booking systems (i.e. Kx) 	✓ ✓ ✓ ✓ ✓ ✓	✓
Experience <ul style="list-style-type: none"> Proven track record in AV equipment set up, troubleshooting and support, ideally within the higher education or conference environment Working within a fast-paced support environment and the ability to learn quickly on the job Working in an IT support team Sound and Light Engineering or Theatre Technician Skills 	✓ ✓	✓ ✓
Personal attributes <ul style="list-style-type: none"> Approachable, friendly, energetic and helpful Methodical, reliable and efficient Responsible and trustworthy Self-motivated and proactive Flexible approach Good attention to detail and excellent organisational skills Flexible approach to working hours to support events in the evenings and weekends due to nature of the role (may include breaks during the day) Physical capability to lift and transport AV equipment as necessary 	✓ ✓ ✓ ✓ ✓ ✓ ✓	

