JOB DESCRIPTION

SECTION 1: DESCRIPTION

Job Title: AV and IT Support Technician

Location: Royal College of Physicians of Edinburgh (RCPE), Edinburgh

Reports to: Venue Manager

Date: July 2019

SECTION 2: JOB PURPOSE

This technical role requires expertise and support over three key areas: the facilitation and set-up of AV services for events with private clients run on a commercial basis; providing AV support for internal meetings and events run within the College; and providing IT desktop support working with the IT team. The role is full-time and includes evening work where required.

SECTION 3: ORGANISATION CHART

VENUE MANAGER

IT AND AV SUPPORT TECHNICIAN

REST OF COLLEGE

IT MANAGER

SENIOR AV TECHNICIAN

SECTION 4: DIMENSIONS

The College:

- Makes available rooms and spaces within its unique historic venue on a commercial basis for events and conferences, meetings, dinners and receptions, and weddings.
- Works to represent and benefit our 13,000 Fellows and Members worldwide acting as the representative voice of physicians.
- Is a major provider of medical education and CPD across the UK, running around 50 events per annum, with many live streamed to both UK and overseas audiences.
SECTION 5  MAIN RESPONSIBILITIES

Technical Event Support
• Setting up and testing equipment before events.
• Assisting meeting organisers and participants with AV set-up where required.
• Troubleshooting and resolving faults whilst events are underway.
• Operating AV equipment during rehearsals and events.
• Carry out AV tests with remote participants where required using web conferencing or video conferencing.

AV Infrastructure Administration and Maintenance
• Checking and servicing equipment.
• Managing equipment booking.
• Training other people to use the equipment and software.
• Assess AV/IT equipment used in meeting rooms and make arrangements for servicing or replacement.

Event Administration
• Maintain a central record of meetings requiring AV set-up and support.
• Arrange and log web and videoconferencing tests for remote participants.
• Make web conferencing bookings (typically WebEx).

IT Support
• General desktop support provided in conjunction with other IT staff.
• Manage loaning out of IT equipment for staff including laptops.
• Provide technical assistance to staff for printers, copiers and fax machines.
• Assist with deployment of software, hardware and security updates working closely with other IT staff.

Teamwork
• Participate in cross College projects where required.
• Support colleagues in the use of teleconferencing, web conferencing and videoconferencing.

Knowledge
• Maintain up to date knowledge of the hardware and software used within the College.
• Keep up-to-date with relevant Health & Safety legislation and apply this knowledge when undertaking work duties.

SECTION 6  PLANNING AND ORGANISING

Planning is critical to the effectiveness of the role given the need to ensure that any required equipment and support is made available for meetings and events when needed. The post holder will coordinate and plan around the confirmed event bookings, working closely with others in Corporate Services and colleagues from across the College.
SECTION 7  DECISION MAKING

The post holder will be responsible for day-to-day organisation of workload as agreed with the Venue Manager and IT Systems Manager.

SECTION 8  INTERNAL AND EXTERNAL RELATIONSHIPS

The post holder will work closely with other staff within Corporate Services including Event Administrators, College Officers, Reception staff and other AV staff. The IT department provides a cross-college function; therefore you will also work closely with other teams across the College to ensure that IT supports the work of the entire college. The post holder will also work with external stakeholders on event planning/preparation and specific infrastructure projects. When providing AV support the post holder will work closely with the Venue Manager and Events team.

SECTION 9  KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED

The post holder will require the following:

**Essential:**

- A minimum of 1 year in a AV/IT/Media Technician role.
- IT/AV qualified to HNC Level or have significant experience gained through undertaking a range of Audio Visual / IT Hardware work over time.
- Some experience of audio production, multimedia, and digital media technology.
- Broad range of software skills with some experience of video editing, encoding and media conversion and creation.
- Working knowledge of video, PA, projection and streaming technologies.
- Awareness of practices and procedures relevant to conference and meeting environments.
- A good team player able to work collaboratively with colleagues and share expertise with them.

**Desirable:**

- Qualified to HND level or greater in IT/AV subject or other relevant areas such as creative media production.
- Experience of the health sector and/or membership organisations.

SECTION 10  JOB CONTEXT AND SPECIAL FEATURES

The post holder should have:

- A methodical yet flexible approach with experience of working in a high-profile conference and responds well to the demands of providing live AV/IT technical support.
- The ability to work under his or her own initiative.
- Excellent interpersonal skills for this client facing role.