

Job Title: Event Support Technician (Workplace Technology Operations)

Grade: 5

Salary: £27,241 to £31,861 per annum, pro-rata if part-time

Department: Digital Services

Hours/Contract: Full-time or job share, permanent

Reference: 14029

Role Purpose

The Event Support Technician provides support for events which are not part of the normal teaching workload. These events are varied in nature and cover everything from university open days, through to graduations conferences and public events with an international audience. You will work with key stakeholders to co-ordinate the life cycle of the event and provide AV and IT support to meet the needs of each event. Working within a clearly defined remit of support you will provide the guidance necessary to prepare the AV and IT support and provide support during the events.

The job is full-time (35 hours per week), but the hours of work will vary to meet the needs of events. There will be a requirement for working some weekends and during evenings. The role will report into the Workplace Technology Operations team where you will have access to other team members' expertise and experience.

Resources Managed

Apprentices that will be working alongside post holder to support with the delivery of all event activities across the university.

Main Duties and Responsibilities

Planning and Organising:

- Ensure that requests for events or equipment are correctly recorded and satisfied via the loan equipment booking service.
- Within clearly defined parameters of AV & IT support that can be provided, gather the customer requirements, set expectations and determine how to deliver the AV & IT for the event. Plan any associated equipment and technology needs that ensures the event is a success.
- Follow equipment refresh cycles to enable successful delivery of future events
- Provide audio-visual support at events such as Open Days, exhibitions, and University led events.

Line Management:

- Perform regular one to one meetings and performance development meetings in line with university guidance for the apprentices studying the Audio-Visual Level 5 course
- Undertake line management duties including annual leave, sickness reporting and return to work discussions.





- Attend regular catch up sessions with the college to check in on progression through the Level 5 Audio Visual course and ensure that learners remain on track with targets.

Service Delivery:

- Install, configure, maintain and upgrade the AV and IT equipment used to deliver event-based activity. Following existing guidance, complete pro-active checks on equipment in learning & teaching rooms (both in person and using remote tools) to ensure that equipment is operating effectively and reliably for upcoming events.
- Communicate clearly with customers, keeping them informed of progress during any intervention and ensuring that they are familiar and confident with how to use the equipment.
- Prioritise workload according to bookings for events and ensure they are recorded correctly.
- Work with the event organisers to test the delivery methods prior to the event dates and provide AV and IT support running up to the event, during the event, and postproduction support.
- Provide support for Open Days, Offer Days, filming one-off events (e.g., inaugural/public lectures), instructional videos, podcasts. Edit video & audio to meet customer requirements.
- Presence (on University sites) at events such as Open Days, exhibitions and other University led events to provide support for audio visual requirements.
- Work closely with the LTRS team and assist as directed when not on event-based activity.

Maintain & Improve:

- Ensure equipment is maintained and safe according to appropriate maintenance schedules e.g., Visual inspections carried out.
- Maintain an inventory database of the equipment ensuring that this is kept up to date. Organise safe disposal of redundant equipment liaising with the University's supplier of disposal services as necessary.
- Maintain skills in line with the needs of the service.
- Identify new technologies and opportunities to improve our service.

Internal and External Relationships

Members of same section (LTRS) and Digital Services.

Frequency: Daily via telephone, email and in person.

Reason: Seeking information for fault resolution, passing on details for fault progression. Help with additional requirements for event production.

Members of other departments.

Frequency: Daily via telephone, email and in person

Reason: To gather requirements, arrange schedules, running orders, book test events in and confirm final support requirements. To install new hardware and resolve AV related problems.





External maintenance providers and suppliers.

Frequency: Daily

Reason: Reporting of hardware failures, assist with larger events/external suppliers.

External conference customers and visiting lecturers/speakers

Frequency: As required approx. weekly

Reason: To determine needs and assess requirements to provide the most appropriate service

Planning and Organising

Most of the role is proactive in that the post holder will spend time gathering user requirements prior to the event taking place and working to deliver against an agreed plan with the event organisers.

Presence (on university sites) at events such as Open Days, exhibitions and other University led events to provide support for audio visual requirements.

Qualifications, Knowledge and Experience

Essential

- *A Levels, ONC, NVQ3 or equivalent
- *Prior experience working with audio visual equipment planning, supporting and delivering events
- *Experience in the installation, configuration, management and support of audio-visual equipment including both modern and legacy items such as:
 - Video display systems (Data projectors, large display screens, digital signage etc.)
 - Media & Content display equipment (DVD players/Blu-ray, document cameras etc.)
 - Video conferencing equipment and technology (including but not limited to Teams and the different options within it, other software-based applications and the hardware required to work with the technology)
 - Desktop and laptop PCs (including Apple Macintosh)
 - Audio technology & Sound projection (microphones and speakers, mixing desks, digital signal processors, voice reinforcement, media sound systems and temporary sound system solutions as required)





- IT Knowledge, PC, laptop, Mac including the use of Office tools such as PowerPoint and extended desktops

Desirable

- Experience of using digital audio & video editing software (e.g., Final Cut Pro, Audacity, etc)
- Experience using live streaming technology to broadcast events

Skills, Abilities and Competencies

Essential

- *Able to work effectively as part of a team
- Empathetic towards customers. Polite, courteous and able to explain complex issues in a clear and concise manner both verbally and in writing.
- Adaptable. Able to adjust quickly to new situations and changing priorities.
- Able to learn new skills quickly as technology advances
- Able to solve problems by applying an enquiring and logical approach
- Driving Licence

Desirable

- Able to make judgements about workload priorities organise their time

****Criteria to be used in shortlisting candidates for interview***

Additional Screening Requirements

- Core hours will be flexible between 08:00 – 18:00 to meet the needs of the University
- It is expected that a minimum of one weekend day in four will be worked.
- Evening work, additional weekend days, will be dependent on business and operational need at key times.

Criminal Declaration and Disclosure and Barring Service (DBS).

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values





Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

