



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: AV Support Analyst (Student and Teaching)

Department/Division: DTS
Accountable to: Service Line Manager Team Leader

| Competency | Criteria | E/D |
|---------------------------------|--|-----|
| Knowledge and Experience | Evidence of a strong technical background relating to industry standard technology | E |
| | Evidence of being able to develop skills through self-learning and investigation | E |
| | Experience of liaising with 3 rd party vendors and support services to meet user requirements or resolve incidents | E |
| | Good knowledge of desktop operating systems such as Windows 10 and Mac OS | E |
| | Good understanding of desktop and mobile computing | E |
| | Knowledge of common tasks expected of a System Administrator | E |
| | Strong Knowledge of Cloud computing services and providers for providing solutions in support of Student and Teaching activity | E |
| | Experience of being an escalation point for troubleshooting performance issues for end user applications or back-end systems | E |
| | Knowledge of systems for the central deployment and management of applications | E |
| | Advanced diagnostic skills for resolving incidents or problems relating to AV technology | E |
| | Substantial experience of providing support for AV presentation systems, Audio Systems, AV media and AV control systems. | E |



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| | <p>Advanced knowledge of design, installation, configuration, management and administration of AV presentation systems, Audio Systems, AV media and AV control systems</p> <p>Ability to follow AV technical drawings and diagrams for existing and proposed solutions, troubleshoot issues as well as propose service improvements.</p> <p>Knowledge of Computer networks and WIFI</p> <p>Knowledge of working with an IT service management tool to manage incidents and service requests</p> <p>Knowledge of using Office 365 suite and other off-the-shelf Productivity and collaboration tools</p> <p>Understanding of industry standard databases</p> <p>Understanding of security and data protection principles</p> <p>Project management skills</p> <p>Good understanding of procurement processes and financial regulations</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| Communication | <p>Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.</p> <p>Experience of taking a proactive approach to liaising with colleagues across an organisation.</p> <p>Experience of delivering clear and consistent communication with team and colleagues.</p> <p>Confidently handle challenging conversations or situations and can support others in the process.</p> <p>Listen to, understand, respect and accept the value of different views, ideas and ways of working</p> <p>Excellent communication skills with a good command of the English language both orally and in writing.</p> <p>Excellent face to face and telephone manner and able to support and empathise with users of the service in time-sensitive situations</p> <p>Evidence of ensuring staff members are treated with respect and experience of handling difficult feedback when behaviours are inappropriate.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |



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|---------------------------------------|---|---|
| | Able to deliver technical training to support staff to ensure efficient support processes | |
| Teamwork and Motivation | Understands purpose of role and how that contributes to the work of the team | E |
| | Role model enthusiasm and energy about their work and encourage others to do the same | E |
| | Calm under pressure when dealing with urgent issues or high profile users and situations | E |
| | Actively engages in self-learning activities both self-initiated or identified in a review | E |
| | Experienced in understanding and supporting clear directions and messages for team members. | |
| | | |
| Planning and Organising | Able to plan own work and deliver effective, agreed outcomes as per scheduled. | E |
| | Good understanding of service management processes such as incident management and problem management, including major incidents. | E |
| | Able to identify and design service improvements to the service | E |
| | Demonstrates a proactive attitude towards support | E |
| | Able to prioritise competing tasks in an efficient and practical manner | E |
| | Able to complete and update tasks related to operational or project plans | E |
| | Able to contribute to project start-up activities to define project scope as a technical lead | E |
| | Able to interpret user requirements offering solutions that are offer an exceptional user experience and meet business needs | E |
| | | |
| Initiative and Problem Solving | Experience of resolving incidents that are escalated from other colleagues that are technical in nature, or involve a challenging situation | E |
| | | |
| Liaison and Networking | Experience of sharing knowledge and experience with others openly and effectively. | E |
| | | E |



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| | <p>Experience of facilitating sessions from individual or groups of customers to understand requirements, concerns and issues</p> <p>Able to develop networks of people across professional services and academic departments to take a collegiate approach to supporting business objectives</p> | E |
|--|---|---|

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.