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|                            | <b>Last Updated:</b> 22/07/2026 |                                     |                      |
| <b>Job Title</b>           | Junior AV Technician            |                                     |                      |
| <b>Faculty/ Department</b> | IT Services                     | <b>Legal Entity</b>                 | University of Surrey |
| <b>Job Family</b>          | Professional Services           | <b>Job Level</b>                    | 2B                   |
| <b>Reports To</b>          | AV Technical Manager            | <b>Line Manages (role title(s))</b> | N/A                  |

### **Job Statement**

This is a user-facing technical role responsible for providing a broad range of audio-visual, video conferencing, lecture capture and teaching technology support services across teaching spaces, meeting rooms and event spaces. Working within established procedures and service standards, the post holder will respond to routine and less-routine support requests, diagnose and resolve common hardware, software and connectivity issues, and escalate more complex or unresolved issues to senior colleagues or specialist teams as appropriate. The role will support the University's hybrid teaching strategy by preparing, operating and demonstrating AV and teaching technology systems, providing practical guidance to staff and students, maintaining accurate equipment and asset records, and supporting portable AV equipment bookings and video-conference events.

### **Key Responsibilities** This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

- 1. Provide a broad range of AV, video conferencing, lecture capture and teaching technology support** across teaching spaces, meeting rooms and event spaces, ensuring services are delivered to agreed quality standards.
- 2. Receive, prioritise and respond to support requests** received through telephone, email, face-to-face contact or the IT service management tool, arranging own immediate work priorities in response to operational needs.
- 3. Diagnose and resolve routine and less-routine AV hardware, software, connectivity and configuration issues**, using established procedures, technical knowledge and previous experience; escalate complex, unusual or unresolved issues to senior colleagues as appropriate.
- 4. Prepare, operate and demonstrate AV and teaching technology equipment** to staff, students and visitors, providing practical guidance on correct use and helping users to access available services effectively.
- 5. Support hybrid teaching and video-conference events**, including the setup, testing and basic operation of fixed and portable AV equipment, ensuring requests are completed in line with agreed requirements.
- 6. Carry out routine checks, basic maintenance and first-line troubleshooting** on AV equipment, ensuring faults are logged, tracked and communicated clearly to users and colleagues.
- 7. Maintain accurate records of AV assets, stock, bookings and service activity** using University systems, ensuring information is kept up to date and available to support operational planning.
- 8. Support AV projects, installations and upgrades** by assisting with equipment preparation, room setup, testing, basic configuration, documentation and post-installation checks, working under the direction of senior AV colleagues or project leads and escalating technical issues where required.
- 9. Work collaboratively with colleagues, suppliers and University stakeholders** to support day-to-day service delivery, escalating issues where necessary and keeping customers informed of progress.

**N.B. The above list is not exhaustive.**

### **Role Scope and Impact** This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

#### **1. Accountability**

The post holder is accountable for completing allocated AV support tasks to agreed service standards, maintaining accurate records, communicating progress to customers and colleagues, and escalating issues appropriately.

The role will operate within established University and IT Services procedures, with guidance available for unusual, complex or high-impact issues. The post holder is responsible for ensuring their own wellbeing and the safe use of AV equipment in accordance with University health and safety procedures.

#### **2. Problem solving**

The post holder will shadow senior staff so they can learn how to diagnose hardware and software faults and restore service. Over time they will be responsible for doing these tasks on their own

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| <p>In house training will be given on how to reconfigure and upgrade equipment to resolve underlying issues. Once they have demonstrated confidence in carrying out these duties, they would be expected to become autonomous in these areas.</p> <p>The post holder will have a logical approach to be able to read through the documentation and follow procedures to aid them in resolving issues.</p>                                                                                                                                              |                                 |                                 |
| <p><b>Supplementary Information</b> The post holder will monitor small-scale AV resources, portable equipment, consumables and asset records using current University systems. They will identify issues with equipment availability, stock levels or asset information and raise these with senior colleagues in accordance with agreed procedures.</p> <p>The post holder may provide practical guidance to colleagues, new staff, students and users in the operation of AV and teaching technology equipment.</p>                                  |                                 |                                 |
| <p><b>Person Specification</b> This section describes the knowledge, experience &amp; competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.</p>                                                                                                                                                                                                                                                                                                                                      |                                 |                                 |
| <b>Qualifications and Professional Memberships</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                 |                                 |
| Learning gained through work experience of several years. Including relevant short courses and formal training.                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                 | E                               |
| <p><b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).</p> <p>Level 1: basic level of understanding/experience and can apply it with guidance.</p> <p>Level 2: good level of understanding/experience and can apply it with little or no guidance.</p> <p>Level 3: expert level of understanding/experience and can apply, develop it and guide others.</p> | <b>Essential/<br/>Desirable</b> | <b>Level<br/>1-3</b>            |
| Working knowledge of AV, video conferencing lecture capture or teaching technology systems, including basic fault diagnosis and troubleshooting.                                                                                                                                                                                                                                                                                                                                                                                                       | E                               | 2                               |
| A good understanding of electronics and practical fault-finding skills with an aptitude to learn new technology.                                                                                                                                                                                                                                                                                                                                                                                                                                       | E                               | 1                               |
| Proven skills in the installation, configuration, management, and support of a Microsoft Windows workstation environment                                                                                                                                                                                                                                                                                                                                                                                                                               | D                               | 1                               |
| Understanding of safe working practices when handling, setting up and operating AV equipment                                                                                                                                                                                                                                                                                                                                                                                                                                                           | D                               | 1                               |
| <p><b>Special Requirements</b> This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.</p>                                                                                                                                                                                                                                                                                                                                                                                                |                                 | <b>Essential/<br/>Desirable</b> |
| There will be a requirement for the role holder to work outside normal working hours to support events and teaching                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                 | E                               |
| <p><b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.</p>                                                                                                                                                                                                                                                               |                                 | <b>Level<br/>1-3</b>            |
| Communication                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                 | 2                               |
| Adaptability and Flexibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                 | 2                               |
| Customer, Client service and support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                 | 2                               |
| Planning and Organising                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                 | 1                               |
| Continuous Improvement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                 | 1                               |
| Problem Solving and Decision Making Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                 | 1                               |
| Managing and Developing Performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                 | 2                               |
| Creative and Analytical Thinking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 | 1                               |
| Influencing, Persuasion and Negotiation Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                 | 1                               |
| Strategic Thinking and Leadership                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                 | n/a                             |
| <p>This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.</p>                                                                                       |                                 |                                 |

#### All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

#### Help maintain a safe working environment by:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

### Organisational/Departmental Information & Key Relationships

#### Background Information

IT Services at the University of Surrey provides the digital foundations that enable teaching, learning, research and professional services to thrive. The department is responsible for the delivery, support and continuous improvement of the University's core IT infrastructure, enterprise applications and digital services used by students and staff every day. Operating within a complex and evolving technology landscape, IT Services is driving a programme of modernisation and integration to improve user experience, strengthen cyber security and make better use of data across the institution.

#### Department Structure Chart

