**Major Duties:**

* To provide IT and AV Support, as part of a team. Specifically:
* Installation and maintenance and operation of all types of Audio Visual equipment including Video Collaboration systems such as Microsoft Teams Rooms
* Installation and maintenance of IT hardware and software
* Offer second-line user support in the use of IT and AV.
* Fault diagnosis and subsequent resolution, referral and recording of outcomes
* Support IT and AV in teaching and learning spaces.
* To be responsible for audio and visual aspects of large event spaces, including:
* Sound and lighting engineering for events
* Projection for events
* The commissioning of AV and IT equipment in new event spaces
* Provide training in the use of AV and IT systems to individual end users and other ISS staff`
* Identify commonly encountered user problems and work with ISS colleagues to address these at source.
* Work to appropriate service levels with defined quality of service metrics that will enable ISS to maintain and demonstrate high quality of service provision.