**Required experience, skills & abilities :**

1. Level 3 qualification, equivalent to at least 2 ‘A’ levels and/or experience working in a relevant area of IT and/or AV. **(Essential)**
2. Relevant IT or AV Qualification, Service Management Qualification, ITIL or equivalent current experience. **(Desirable)**
3. Experience of running events requiring audio-visual support including sound desk and light desk control set-up and engineering. **(Essential)**
4. A general understanding of IT and AV systems with a focus on desktop computing, device networking and the software tools used. **(Essential)**
5. Experience of the commissioning and maintenance of all types of Audio-Visual equipment. **(Essential)**
6. Experience and understanding of Microsoft applications and operating systems. **(Essential).**
7. Experience of IT Service Management in a Higher Education environment to maintain high levels of customer satisfaction. **(Desirable)**
8. Ability to work within a team, towards clearly defined aims and objectives. **(Desirable)**
9. Experience of supporting end users and working in Higher Education sector. **(Desirable)**
10. Excellent written and verbal communication skills, coupled with the emotional intelligence to develop strong professional relationships with all staff. **(Essential)**
11. Ability to approach problem-solving in a pragmatic, organised, and efficient manner, with the capability to document and convey technical information to colleagues. **(Essential)**
12. Proven track record of personal development in relevant fields, along with a commitment to ongoing growth. **(Essential)**