JOB DESCRIPTION
IT Events Engineer
Vacancy Ref: N2549

<table>
<thead>
<tr>
<th>Job Title: IT Events Engineer</th>
<th>Present Grade: 5S</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Information Systems Services (ISS)</td>
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<tr>
<td>Directly responsible to:</td>
<td>Teaching Spaces Co-ordinator</td>
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<td>Supervisory responsibility for:</td>
<td>From time to time, supervision and training of individual students working in their service area.</td>
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Other contacts

Internal: All staff, students and visitors at the University. Members of the Service Desk, Ceremonies Office, Events team and other Operational Teams.

External: IT and AV Suppliers, Events coordinators

Major Duties:

1. To provide IT and AV Support, as part of a team. Specifically:
   a. Installation and maintenance and operation of Audio Visual, including video conference, equipment.
   b. Installation and maintenance of IT hardware and software.
   c. Offer second-line user support in the use of IT and AV.
   d. Fault diagnosis and subsequent resolution, referral and recording of outcomes.
   e. Support IT and AV in teaching and learning spaces.

2. To be responsible for audio and visual aspects of large event spaces, including:
   a. Sound and lighting engineering for events.
   b. Projection for events.
   c. The commissioning of AV and IT equipment in new event spaces.

3. Provide training in the use of AV and IT systems to individual end users and other ISS staff.

4. Identify commonly encountered user problems and work with ISS colleagues to address these at source.

5. Work to appropriate service levels with defined quality of service metrics that will enable ISS to maintain and demonstrate high quality of service provision.

6. Requirement to work outside normal hours occasionally with agreement with line manager.

7. Take referrals from the first line service desk via information systems and also via mobile phone in the case of urgent problems, resolving problems and recording progress and outcomes in the Service Desk’s information systems.

8. Support the development and operation of the ISS Service Desk in the context of ISS’s services and compliance with ITIL best practices.

9. To undertake training and personal development as required.
10. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line mangers improvements to the service provided, and clear and professional styles of communication at all times.

11. To support other activities that may become the responsibility of Faculty IT Section of Information System Services through evolution, growth or restructuring.

12. To carry out any duties, as may be reasonably required by the Director of Information Systems Services or their nominated representative.