

Job Description

AV & IT Technician

Position: AV Technician

Department: IT & AV

Reporting to: Head of IT

Salary: £25,000 to £27,000

Contract: Permanent

Hours per week: 37.5 (5 days out of 7)

Job purpose: We are looking for an experienced AV (IT) technician to set up, support and operate AV technology for live events.

You will work as part of a small IT & AV Team, you will be responsible for quality delivery of AV for the entire Stadium MK group of businesses. As part of the wider technology team, you may be required to handle IT calls and generally help with day-to-day support queries.

The role will require you to work 5 out of 7 days each week, so that you can be present on site for Events. This will require a very flexible approach to scheduling work time around client needs.

Role Competencies:

Planning Timescales:

- To be able to support conference & events sales and operations with the promotion and supply of required event equipment.
- To support AV delivery to Events to ensure a quality service,

Decision Making:

- To be able to problem solve and decide on the best solution to meet customer needs.

Impact & Influence:

- To be able to critique and challenge the brief to ensure the best possible solution is offered.
- Maintaining strong customer relations.

Skill Level:

- Actively research new and developing technologies to continually promote solutions for the business.

Communication:

- To be able to demonstrate a communication style that is applicable at all levels. To be able where required to simplify the AV language so the end user both understands and is comfortable with the solution/explanation.

Budget Management:

- Maintain and manage a small stock of consumables & equipment and ensure they are purchased at the best price.
- Will need to be able to provide solutions with costings to the business for events.

Lead & Develop:

- Develop the AV area to increase reliability and reputation.
- To develop the wider IT teams AV skills to facilitate assisting the AV role in larger events.

Operating Parameters:

- Maintain IPTV systems for the Hotel and public spaces.
- Support clients AV & IT needs in event spaces.
- Support when required, first line support calls.
- Provide basic IT support and provide desktop user helpdesk.
- Support matchday/events, AV functions, including IPTV, projectors and sound systems.
- Support Big screens and PA operations.
- Monitoring BEO documents for up and coming AV/IT related Events.
- Meeting with Event Coordinators to discuss audio, lighting, and video requirements.
- Altering venue arrangements according to layout diagrams.
- Laying electrical and sound cables.
- Setting up and installing microphones, lights, video monitors, projectors, speakers, and video cameras.
- Conducting sound, visual, and performance quality checks on AV equipment.
- Inspecting mountings and electrical equipment to ensure they conform to health and safety regulations.
- Where required, operating sound and visual equipment during live events.
- Support on-site AV events
- Troubleshooting equipment and ensuring events run smoothly.
- Disassembling audio and visual equipment and packing up after the event.
- Familiarity with computers and IP Networking Systems.
- Excellent troubleshooting skills.
- A keen eye for detail.
- We believe this role has physical elements;
 - this involves lifting equipment with a weight of approx. 10kg.
 - Occasional working at height.

Essential (E) & Desirable (D) Job Criteria:

To ensure success as an AV technician, you should have a working knowledge of commercial TV, audio and video equipment. **E**

Excellent troubleshooting skills. **E**

Must be able to demonstrate a proactive approach to day-to-day tasks. **E**

Must be comfortable to push back where issues of safety or non-compliances arise. **E**

Know when and what to escalate. **E**

Experience of filming techniques **D**

To demonstrate a keen interest in domestic AV. **D**

Good working knowledge of Hybrid meeting techniques and technology. **D**

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.