

Job Description AV & IT Technician

Position: AV & IT Technician	Department: IT & AV	Reporting to: Head of IT
Salary: £25,000 - £29,999	Contract: FTC – 24 months	Hours per week: 40 (5 days out of 7)

Job purpose: We are looking for an experienced AV (IT) technician to set up and operate AV technology for live events.
You will work as part of a small IT & AV Team, you will be responsible to lead the AV function for the entire Stadium MK business. As part of the wider IT team, you could be required to handle IT calls and generally help with day-to-day support queries.

The role will require you to work, home matchdays and events, this could require the need to provide out of hours hands on support to clients.

Essential & Desirable Job Criteria:

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

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

Experience of filming techniques **D**

Excellent troubleshooting skills. **E**

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

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**

Role Competencies:

Planning Timescales:

- To be able to support conference & events sales and operations with the promotion and supply of required event equipment.
- To propose changing to AV inventory to support future event needs

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 function 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 jumbo screens and PA operations.
- 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.
- 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.

Competency Total: 100

Level 3

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