

Position:	AV Technician
Department:	SOCIT – Based at St Peter's and Mansfield Colleges
Reports to:	SOCIT Head of AV
Working hours:	Full time, 37.5 hours per week, 5 in 7 days with some weekend and evening work

About the Role

SOCIT is the Information, Communication, and Technology Services team that delivers local IT support to a consortium of Oxford Colleges.

This role is ideal for an individual with good AV skills, a proactive and solutions-focused approach, and a solid foundation in IT, seeking to advance their career in the AV field. The position offers daily opportunities to develop new skills, supported by two experienced AV technicians based at partner colleges.

The AV Technician will report to the Head of AV at SOCIT and be responsible for the day-to-day operation and maintenance of audio visual (AV) facilities at St Peter's College and Mansfield College. The role includes providing flexible support, including evenings and weekends, as required. There will also be an expectation for cross site support of other SOCIT member colleges to cover sickness and holiday (once appropriately trained).

In addition, the AV Technician will assist in the coordination and delivery of AV services across the estates of St Peter's and Mansfield College. While the role is predominantly hands-on and event focused, it also involves administrative and strategic responsibilities during non-event periods.

The technician will work collaboratively with a broad range of stakeholders and maintain close working relationships with the Events, Communications, and SOCIT teams, as well as with the wider college communities.

The ideal candidate will be initiative-taking and solution-oriented, offering a professional and approachable service. They will foster strong relationships with students, staff, and clients, demonstrating excellent attention to detail and a calm, composed manner under pressure.

Main Tasks/Duties

Events

- Assisting the Event Teams to deliver a wide variety of meetings, events, and conferences (internal and commercial)
- Providing on-the-day event support.

AV Support

- Manage, respond to, and resolve AV system failures, notifying key stakeholders of the situation whilst liaising with external support and maintenance providers to provide a swift resolution. Put temporary solutions in place where appropriate to restore functionality.
- Keep accurate and up to date logs for AV system faults, event bookings, asset registers and other required documentation.
- Conduct regular preventative maintenance of AV equipment.
- Provide first-line AV support and expertise to all college members, (including staff, students, fellows, and external clients), relating to the capability and use of college audio-visual facilities.
- Engaging with internal and external clients to identify audio-visual requirements and to offer solutions using the College's resources.
- Ensuring rooms, resources and facilities are prepared in advance of bookings, including setting up and breaking down meeting, event and conference spaces and audio-visual equipment.
- Setting up and operating AV equipment for academic, internal, and conference events – including where needed, the provision of live technical support for hybrid and in person events.
- Provide advice and training to users.

- Producing AV instructional documentation and materials to support end users ongoing training.
- Supervise installation, arrange and complete maintenance and repair of AV equipment in college, working with contracted AV Suppliers and external companies where needed.
- Help planning for equipment maintenance and upgrade schedules.
- Occasionally supervise students and provide training to them in running their own events with AV needs.
- Manage equipment inventory and storage.
- Specify and assist with tenders and procurement of additional or replacement equipment.

Wider College

- Assisting the Academic Office to support AV requirements for teaching.
- Supporting client requirements, consulting with relevant College departments to accurately convey these requirements within the relevant deadlines.

General

- Keep up to date with developments in AV technology, current industry trends, user requirements, and translate this information to the college environment.
- Complying with (and ensuring events' adherence to) the College's policies & procedures, including any Health & Safety policies.
- Any other tasks commensurate with the nature of the role.

Person Specification

Essential

- BTEC/NVQ (or equivalent) with practical AV/IT experience
- Experience of AV support and assistance.
- Good IT skills and the aptitude to learn new systems.
- Experience of dealing with a wide range of stakeholders at multiple levels with tact and diplomacy.
- Excellent spoken and written English communication.
- A meticulous eye for detail and the ability to prioritise competing demands.
- Excellent people skills, ideally established in a people-facing role.
- Ability to be professional and to demonstrate flexibility, when dealing with difficult or changing situations.
- Ability to work independently as well as part of a team.
- Willingness to provide occasional out-of-hours support.
- Proactive and solution-focused mindset.
- Reliable.
- Methodical and efficient.

Desirable

- Experience in filming, editing and digital media production.
- Experience of working in an academic support environment or similar.
- Working knowledge of IT networks and wireless facilities.
- Strong IT skills and experience in a support environment.