CLARE COLLEGE

AV / IT Technician

JOB DESCRIPTION

Responsible to: Conference and Events Manager

Role summary
Working across the Conferencing and IT departments, the AV / IT Technician is responsible for delivering exceptional customer service to external and internal clients by providing technical AV and IT support. As part of the Conferencing team, the post holder will work closely with external customers and suppliers to facilitate the smooth delivery of AV services for meetings, conferences and hybrid events, while maintaining all AV systems and equipment. When not supporting AV services for external clients, the post holder will support the IT Manager in providing front line IT support to Fellows, staff and students, and contributing to the College's overall IT service delivery.

Main Duties

AV & IT Support
- Set up, test, operate, and dismantle AV equipment for external conferences and events
- Provide technical support for presentations, video conferencing, webinars, and hybrid events
- Operate microphones, sound systems, projectors, LED screens, and presentation technology
- Troubleshoot technical issues quickly and effectively during events
- Conduct pre-event checks to ensure all equipment is functioning correctly
- Maintain AV equipment and report faults or maintenance requirements
- Support users with Microsoft Teams, Zoom, and other conferencing platforms
- Provide IT desktop support for Fellows, staff and students
- Set up new and replacement computers for Fellows and staff

Customer Service
- Deliver exceptional customer service, responding promptly to technical enquiries and requests
- Build strong relationships with customers through proactive engagement and support
- Attend pre-event meetings with clients where required, to discuss and clarify event requirements, address any questions or concerns, and walk through the event arrangements in advance to ensure all parties are fully prepared and the event runs smoothly

Operational Management
- Ensure equipment inventories are accurately maintained
- Keep equipment maintained and secure
- Keep the Kinetics database up to date with relevant specifications, e.g. default equipment lists

Health & Safety
- Ensure all AV equipment is installed and operated safely
- Follow all health and safety policies and procedures
- Complete risk assessments and safe working practices where required
- Report hazards, incidents, and equipment defects promptly

General Responsibilities
- To undertake any other reasonable request or duties commensurate with the role

PERSON SPECIFICATION

	Essential	**Desirable**
Qualifications, experience and background	• Educated to GCSE level	• Experience in a corporate hospitality, conference centre, hotel, or managed workplace environment
Experience, specific knowledge/skills (technical)	• Previous experience within an AV Technician role • Strong understanding of AV equipment and meeting room technology • Experience supporting live, virtual, and hybrid events • Excellent customer service and communication skills • Strong problem-solving and troubleshooting capabilities • Ability to remain calm under pressure and react quickly to changing situations • Good organisational skills and attention to detail • Competent in Microsoft Office and video conferencing platforms	• Knowledge of AV control systems • CTS or other AV industry certification • Experience with event management systems
Personal attributes	• Professional, confident, and customer-focused • Positive and proactive attitude • Excellent interpersonal and relationship-building skills • Flexible and adaptable to changing business requirements • Team player with a collaborative approach • Strong attention to detail • Passion for delivering exceptional guest and client experiences	

Working Hours
This is a full-time role. The usual hours of work are 36.25 hours per week, the precise working schedule to be agreed with the Conference & Events Manager. The role requires flexibility in working hours, including occasional weekend and evening work, as well as additional hours during peak periods, to support the successful delivery of events and meet client requirements. TOIL may be given at the discretion of the line manager. The role holder is entitled to 26 days' holiday per year, plus public holidays.

Salary and Conditions
The salary for this role is £33,000. There will be a four-month probationary period. The role holder will be eligible to join the College's contributory pension scheme after three months' service. Clare College is a non-smoking environment.