Birkbeck
UNIVERSITY OF LONDON

# JOB DESCRIPTION AND PERSON SPECIFICATION



# JOB DESCRIPTION

**Job title:** IT & AV Support Specialist

**Faculty/department:** Information Services (IS)

**Reports to:** IT & AV Support Team Leader

**Grade:** 5

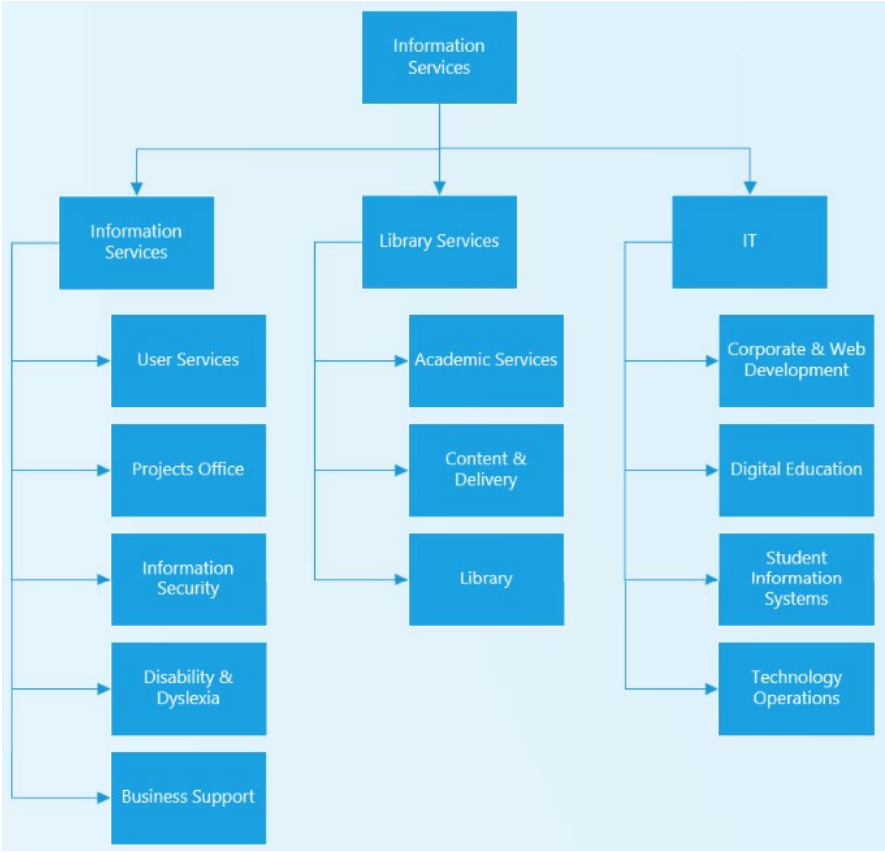
Information Services (IS) is a new directorate incorporating Library and IT Services. Our services are fundamental to the institution, and requirements to develop and extend our use of technology are ever present.

IS provides the systems, resources and services that are relied upon by Birkbeck's staff, students, and commercial customers to deliver and engage with the life-changing educational opportunities that are central to the institutions mission, conduct internationally recognised research, and manage the smooth running of the administration.

These range across resources provided by Library Services, fundamental IT infrastructure (including a fast and secure network), commodity technologies like laptops, telephones, printing, email system and file storage.

As well as the College's web presence and systems that hold corporate data, supporting teaching and learning and transactional administrative processes.

The new directorate consists of the following units:




The Technology Operations group is responsible for providing all second- and third-line support and engineering services and comprises the following teams:

- Technology Liaison team – provide the link between Faculties and Professional Service departments and the Technology Operations Group.
- IT & AV Support team - provide second line support to students, staff and teachers covering a range of technologies across all locations.
- Infrastructure team – design, commission and manage IT infrastructure solutions for the desktop/laptop, AV, networking, cloud, compute & storage, as well as providing third line support.
- Architecture – design both on-prem and cloud-based infrastructure solutions to meet changing business requirements.

The IT & AV Support team comprises of the IT & AV Support Manager, three Team Leaders, and seven IT & AV Support Specialists.

The team provide support between 08:00 and 20:30 – providing second line support in classrooms, deskside support for both Professional Service and academic staff and student support.

The IT & AV Support Specialists undertake reactive support, proactive support and deliver commodity IT services. Calls are passed from the User Support (1st line) team and are

worked on in person, although telephone and online (Teams) support are also provided. Where possible calls are resolved "first time", with more complex calls being escalated to Team Leaders or other teams.

## PURPOSE OF THE JOB

To deliver front line support for the deployment, maintenance and use of computers and classroom-based audio-visual equipment to ensure that all users - Birkbeck staff, students and commercial hire clients - receive a high-quality customer focused experience in their use of all IS supported services.

From time to time, the Specialists will work on various projects and change activities. The specialist will undertake pro-active work, such as undertaking regular checks of classroom IT and AV equipment, deploying paper to printers, and checking Wi-Fi coverage.

Specialists are also key in providing "commodity IT" services including the configuration and deployment of managed PC's and laptops (using tools such as InTune), maintain equipment in agile workspaces and provide advice to staff and students regarding M365 functionality.

Specialists will also contribute towards the development of documentation and processes within the IT team, as well as contributing to Continual Service Improvement.

Specialists require a logical approach to fault investigations covering a range of technologies including network and Wi-Fi, desktop/laptop operating systems and hardware, application software, directory and cloud services, DNS, DHCP, IPAM, AV and print. They are expected to keep incident, asset, and stock records up to date in a timely fashion. Whilst this is predominantly a hands-on role, an interest in and understanding of the bigger operational picture and how services are interconnected is crucial.

## MAIN DUTIES

1. Provide second line in person support on a rota basis.
2. Monitor and respond appropriately to teaching room support calls.
3. Check and troubleshoot IT Services managed and unmanaged devices including network connectivity (selecting the appropriate services and tools e.g. Azure Active Directory and Exchange Management Console). Ensure all unmanaged devices are converted to managed devices.
4. Configure, maintain and deploy IS managed devices using automated deployment utilities (InTune for laptops and desktops), as well as IOT devices such as CCTV, door access, Wireless access points, eRegister etc. Decommission redundant equipment for safe disposal. Update hardware asset inventory for changes.

5. Undertake periodic proactive activities including classrooms and agile workspaces checking IT, AV, WiFi, print equipment (paper), and laptop loan devices.
6. Take ownership of logged incidents (using the ASK enquiry system) and ensure enquirers are kept up to date on progress and appropriate follow up actions are carried out.
7. Support colleagues by actively participating in daily/weekly review meetings, sharing knowledge by creating Technical Note documentation and short show and tell sessions. Be prepared to discuss issues and identify potential solutions.
8. Ensure complex cases and faults that cannot be rectified are escalated to the IT & AV Support Team Leaders and suitable work arounds are provided to minimise impact. Raise major incidents based on reports of service degradation and problems escalated by end users.
9. Review the support notes and FAQ text and categories within the Query Resolution System (ASK) based on support calls received and suggest updates when necessary (escalating where appropriate).
10. Be proactive in developing skills through participation in technical and personal development courses and keep up to date with new technology across the sector.
11. Work with other team members to ensure appropriate cover for teaching events and commercial bookings is provided.
12. Undertake any other appropriate duties as directed by the IT & AV Support Team Leaders, IT & AV Support Manager or other members of the IS Management Team.

*Please note that this job description reflects the core activities of the role and as the College and the post holder develops there will inevitably be changes in the emphasis of duties. It is expected that the post holder will recognise this and adopt a flexible approach to work and to participate in training.*

## WORKING RELATIONSHIPS AND CONTACTS

- IT & AV Support Manager – *for overall direction*
- Line Manager - IT & AV Support Team Leader – *to consult with, support and assist with*
- *requests and incidents*
- User Services (1st line) – *for calls passed from 1st line – verify any initial checks*
- Professional Service Staff – *to consult with, support, and assist their use of IT (software and hardware)*
- Birkbeck Academic and Teaching Staff – *to consult with, support, and assist their use of central supported equipment, software and classroom technology*
- Students and Potential Students – *user support, and assist their use of IT (software and hardware)*
- Library – *collaborating providing IT support for students, providing desktop support for student facing Library PCs and Printers*

- Student Services – *collaborating providing IT support for students and applicants, ensuring consistent information is provided*
- IS AV Technology Team – *to work collaboratively to support Birkbeck teaching and commercial hire customer using Birkbeck venues (classrooms and meeting rooms)*
- IS Digital Education Team – *to work collaboratively supporting staff and students use of IT for learning and teaching*
- Other IS Staff – *resource on projects, and collaboratively on end user support*
- Other Birkbeck Support Staff – *to work collaboratively on student support*
- External Clients – *supporting their use of the Birkbeck estate and accessing appropriate IT systems with guest and third-party accounts.*
- Third Party suppliers – *e.g. PC and Printer suppliers - reporting faults under warranty for Repair.*

## DIMENSIONS

Responsible for providing second (2nd) line support of all centrally supported services and systems – impacting the experience of Birkbeck's taught students (c. 10,000 FTE), and the work of significant proportions of our 1400 staff, in particular Faculty admin and academic staff as well as Professional Services departments spread across six buildings.

Responsible for providing front-line support of all classroom technology, the non-availability of these systems such as projectors, microphones and lecture capture cameras and software (Panopto) would seriously impact upon the day-to-day teaching of a large number of College staff, and the experience of our students.

Any long-term deficiencies in the service could potentially have an adverse impact on student outcomes and ultimately the College's reputation and finances (e.g. problems that manifest themselves in poor NSS or TEF results).

## GENERAL RESPONSIBILITIES – Universal to all Birkbeck roles

- To adhere to the College's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with Birkbeck's data protection policies, and relevant current data protection legislation.

# PERSON SPECIFICATION

**Candidates should be able to demonstrate the following criteria:**

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| 1 | A thorough understanding of second-line support within a large, diverse and complex organisation such as a university, school or college | Essential |
| 2 | A broad understanding of AV and IT Systems and their application within a service environment covering hardware, operating systems, application software and general network principles | Essential |
| 3 | Sound understanding of directory and identity services (Azure AD), user account management, and basic network services (DNS, DHCP, IPAM) | Essential |
| 4 | Awareness of IT security best practices from an end-user and operational perspective | Essential |
| 5 | Strong AV and IT troubleshooting abilities with a logical, well-documented approach to fault diagnosis and resolution | Essential |
| 6 | Proficiency in Windows 10/11 administration and deployment using enterprise tools such as Altiris and Intune | Essential |
| 7 | Experience supporting Microsoft 365 (Office, Teams, SharePoint, OneDrive, Exchange Online), IP Telephony, and AV technologies including displays, projectors, sound systems, microphones, and hybrid teaching systems | Essential |
| 8 | Familiarity with VPN and Remote Desktop tools for delivering effective remote user support | Essential |
| 9 | Competence in maintaining and supporting multifunction printing and scanning devices, including follow-me print solutions | Essential |
| 10 | Proficiency in using call logging systems to record activity, update priorities, and maintain accurate records | Essential |
| 11 | Excellent communication and interpersonal skills, with the ability to explain technical information clearly and develop positive working relationships | Essential |
| 12 | Demonstrates resilience and flexibility in handling a varied and demanding workload within a fast-paced support environment | Essential |
| 13 | Willingness to share knowledge, experience, and skills through documentation, presentations, and team collaboration | Essential |

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| 14 | Awareness of health and safety in everything we do – identifying risks and maintaining work environments in a clean, tidy and safe manner – taking proactive action when necessary | Essential |
| 15 | Possesses relevant educational and professional qualifications — minimum of five GCSEs (including English and Mathematics) or equivalent, with desirable IT certifications such as ITIL, CompTIA+, MCSA, CCNA, or CISMP | Essential |

# FURTHER INFORMATION

**Salary:** £35,524 to £39,761 per annum

The salary, as shown above, is Grade 5 on the College's London pay scale, which includes a consolidated weighting/allowance, which applies only to staff whose normal contractual place of work is in the Greater London area.

**Hours:** 35 hours per week (1.0 FTE)

**Working pattern:** Monday to Friday, 8:00 am – 4:00 pm, or 12:30 pm – 20:30 pm on a rota basis. This is a fully onsite role (no remote or hybrid working). Occasional work outside these hours, including weekends, may be required with reasonable notice.

**Probation period:** 6 months, which may be extended to 9 months where appropriate.

**Duration of post:** Open-ended, permanent contract.

## HOW TO APPLY

**Closing date:** 11.59 PM on Thursday 3 December 2026

**Interview arrangements:**
Interview date: Wednesday 16 December 2026
The selection process will involve:

- A panel interview

**Start date:** To be confirmed following interview.

To apply for this position please go to our online recruitment portal.

Please ensure your application includes full details of your employment history, education, and qualifications, as well as recent developments. For some roles, this will be collected in the application form, for others you will be asked to include this in a professional CV, which can be uploaded. Candidates who have previously applied for this role, do not need to apply again.

If you would like to know more about the role, please contact Angela Ng, IT and AV Support Manager, at a.ng@bbk.ac.uk

## RIGHT TO WORK IN THE UK

This post is not eligible for sponsorship. Successful applicants will need to demonstrate their right to work in the UK.

## HELP AND ASSISTANCE

If you are having difficulties accessing the recruitment portal, please email jobs@bbk.ac.uk.

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

The College is committed to providing the highest quality academic and working environment where all staff, students, visitors and contractors are welcomed respected and treated in a fair, consistent and non-discriminatory manner. The College is proud of its diversity and welcomes applications from all sections of the community. No one will be treated unfairly because of their sex, race, disability, sexual orientation, age, religion or belief, carer status, political belief, pregnancy/maternity, social class, gender identity or marital/civil partnership.

Birkbeck is a member of the 'positive about disability' Disability Confident scheme and will interview all candidates who both declare a disability within the meaning of the Equality Act 2010 and meet the minimum essential criteria for the post, subject to any limits on the overall number of interviews.

Birkbeck is a member of Advance HE, holds an institutional Bronze level Athena SWAN award, is a Mindful Employers Charter signatory and subscribes to Stonewall's Diversity Champions.