PETERHOUSE
CAMBRIDGE, CB2 1RD

Job Description

Job Title: IT Support and AV Technician
Department: College IT Department
Reports to: IT Manager
Key Communication Lines: Conference Manager

About Peterhouse
Peterhouse is the oldest College in Cambridge (founded in 1284) and is also among the smallest (currently 291 undergraduates; 176 postgraduates; 43 Fellows). The College provides accommodation for almost all its Junior Members either on or near the main College site. It is a vibrant community, with many active clubs and societies, and a strong tradition of table fellowship. Peterhouse, founded in 1284, is the oldest of the Cambridge Colleges. It has a student body of around 350 (undergraduate and graduate) and academic and administrative staff numbering approximately 70. Peterhouse is situated in Trumpington Street in Central Cambridge.

About the IT Department
The College IT Manager is the relevant Head of Department and reports to the Senior Bursar. He is assisted by three team members, of which the post-holder would be one, working together as part of a close-knit team to share the relevant workload, which includes all aspects of IT support. This role would prioritise the Audio Visual elements.

Nature of the Post:
This is a new post to the College. The post holder will work, in conjunction with the IT support team, to help assist with everyday first line IT support requests. In addition, the post-holder will have a particular responsibility for the setup and operation of all aspects of the Audio Visual (AV) services for all meetings and events, including Video Conferences/Hybrid meetings for the College and external clients.
Duties & Responsibilities:

- To provide IT support to College members, students, staff and Fellows, in conjunction with other members of the IT team.
- To support Windows and Mac computers, mobile devices and associated applications and hardware and other IT requests/issues.
- To plan ahead, with direction from the Conference Manager, for AV provision for events, meetings and conferences to ensure that all AV requirements are met and rooms are sufficiently equipped on time.
- To meet with the Conference Manager at least once a week to go through upcoming events/bookings and to schedule in any tasks or set up sessions, communicating with them regularly and frequently.
- To attend to any problems that may occur throughout room events and IT Helpdesk tickets as quickly as possible and react to any new requests in a timely, prioritised manner.
- To work in conjunction with the Butler team to support AV requirements. The Butler team will usually provide basic AV cover, including the setting up of some equipment and some out of ‘normal’ hours support when the IT Support and AV Technician is not available, so providing regular AV training to the Butler team is essential.
- Advise and support the customer/client in the day to day use of all systems (which may include running the AV aspect of the meeting for high profile meetings, as agreed) and to be flexible with assisting with client requests (on odd occasions with non IT/AV aspects) to maintain high customer satisfaction.
- To take responsibility for ensuring that the equipment and related consumables are available, safe, clean, tidy and secure (from cabling to batteries, white boards & marker pens) for use and that the standard of work carried out is of the highest quality, being aware and sympathetic to the nature of the old buildings, associated furniture, fabrics and floor coverings.
- To ensure that equipment is returned after functions and that equipment is serviceable for the College for future functions, which include maintaining a shareable stock control system.
- Maintain and update any relevant documentation as required and on a regular basis.
- To be contactable at all time during College hours and be flexible with both lunch and start/finish times and ensuring agreed start times are promptly met.
- To be presentable at all times and to ensure the AV clothing policy is adhered to (printed Polo shirts, fleeces are provided)
- To keep up to date with technologies and to be able to contribute to discussions about improvements to IT/AV facilities at the College.
- To liaise with other members of College staff in order to carry out these duties most effectively.
- To undertake such other relevant duties as may be determined by the IT Manager from time to time.
September 2023

**Knowledge & Qualifications:**

- Educated to at least A Level standard/NVQ level 3/4 or equivalent or being able to demonstrate equivalent experience and/or a keen interest and practical experience of the following elements:
  - Experience of supporting a Windows Desktop environment, both software & hardware and systems
  - Experience of supporting Office 365
  - Experience with Audio Visual facilities and technology desirable, although training on existing facilities will be provided
  - Experience of Hybrid meetings with Zoom/Teams etc. and equipment desirable
  - Experience with common sound mixers, amps, speakers, microphones, projectors, monitors, cabling and lighting
  - Experience of Mac Operating systems
  - Some experience of WiFi and IT network connectivity desirable

**Skills**

- Excellent interpersonal skills are essential, particularly when dealing with difficult situations or those of high importance and urgency, showing technical confidence accordingly
- Able to use initiative and to be proactive in anticipating and solving problems
- Excellent diary/time management and planning ahead accordingly, organising time to allow for event setup and ‘take-down’ of equipment, before and after event start/finish times.
- A self-starter with high energy and enthusiasm
- To be flexible in terms of working to ensure that work is prioritised and completed on time
- Ability to adapt to supporting new or changing technology
- Excellent written and oral communication skills e.g. ensuring relevant teams are kept abreast of daily issues
- Ability to identify and manage customer needs and expectations
- Good analysis & problems solving skills
- Able to lift, carry and move equipment. Many of the College buildings are listed and access to some rooms is often awkward

**Hours and Salary**

The contractual hours for this role are 37.5 hours per week, to be worked 8.30am – 4.30pm Monday to Friday. However, there is an expectation that the post-holder will be prepared to work flexibly based on functions and events throughout the year, therefore the start or finish times may alter on a day to day basis to reflect the needs of the College, and hours of work are likely to include some evenings and weekends. Additional hours worked will usually accrue as lieu time and can be used to take time off when the workload is less busy.

The salary for the post will be in the range of £28,477 to £32,070 per annum,
**Additional Benefits & Information**

The holiday entitlement is 25 days per annum, plus 8 bank holidays. The College provides car parking whilst on duty, which is subject to availability. The College offers an auto-enrolled pension scheme to eligible employees, after 3 months’ completed service. The scheme is the Cambridge Colleges Group Personal Pension Scheme (CCGPPS) with Aviva. Lunch is provided free of charge when on duty over lunchtime and when the College kitchens are open. The College offers a medical cashback scheme to staff.

**Health and Safety**

All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work. The College operates a non-smoking policy; smoking is only permitted in the designated smoking areas and during official breaks.

**The closing date for applications is 10th November 2023.**

**Completed applications should be returned to:** The Human Resources Manager, at: hr@pet.cam.ac.uk