



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Central Teaching Space Technicians, Facilities Directorate



Salary: Grade 5 (£23,067 - £26,715 p.a.)

Reference: FDCSS1034

Closing date: 5 February 2020

Central Teaching Space Technicians Facilities Directorate

Are you passionate about delivering excellent customer service? Are you looking for a challenging and varied role? Do you want to be part of a team that makes a difference?

We are looking for motivated individuals to join us as Central Teaching Space Technicians whose focus will be on delivering excellent customer service to all users of University Central Teaching Space. Dealing with a range of customers, you will provide technical support to Central Teaching Spaces, dealing with user enquiries, technical issues and resolving problems in relation to audio visual (AV) and IT equipment as required.

With experience of working in a technical support role within a busy customer service environment, you will have excellent technical skills. You will be required to provide a flexible service, working as necessary to meet the needs of the business. This would normally equate to a 35 hour working week, worked 5 days over 7.

What does the role entail?

As a Central Teaching Space Technician, your main duties will include:

- Providing second line technical support to the AV and IT equipment within Central Teaching Space, including preventative maintenance, repair of faults and installation of replacement equipment;
- Preparing equipment for use to include the programming of control systems and PCs;
- Liaising with manufacturers and installers regarding the repair of faulty equipment;
- Providing technical support, advice and demonstration of equipment to users of Central Teaching Space including external conference customers and high profile internal staff arranging University events;
- Keeping accurate records of the equipment inventory and fault resolution information;
- Supporting the equipment hire and video conferencing service, including regular checks and maintenance of the equipment, provision of written instructions and involvement with customer enquiries/training;



- Assisting the Teaching Space Facilities Assistants with front line support by performing routine checks, servicing equipment and responding to service calls from users;
- Using the online timetable to move classes when faults cannot be resolved, providing basic written instructions on using the equipment, diagnosing and resolving faults and user error;
- Undertaking projects to improve the service such as reviewing methods of record keeping, reviewing stocks of spare equipment and introducing new technologies;
- Undertaking routine health and safety checks including fire safety and taking reasonable precautions to ensure the health and safety of yourself and other persons at all times.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Central Teaching Space Technician you will have:

- Good numeracy and literacy skills;
- Experience of working in a technical support role in a busy customer service environment, providing support to internal and external customers;
- Experience of installing AV and IT hardware and software, diagnosing and resolving problems;
- An ability to maintain, service, fault diagnose, test and repair to at least a mid-level, AV and IT related equipment with the ability to provide advice and guidance in high pressure situations;
- Excellent IT skills with a working knowledge of Microsoft Office packages e.g. Microsoft Word, Excel, Outlook and PowerPoint;
- An ability to work independently and flexibly to manage your daily workload and the ability to prioritise tasks effectively;
- Good written and verbal communication skills with an ability to communicate effectively with people at all levels;
- The ability to work cooperatively within a team, and on your own initiative, with a flexible approach and a willingness to provide help and assistance when required;



- A commitment to act in accordance with University of Leeds values.

You may also have:

- Experience of working within education, conferencing or the hospitality industry;
- An awareness of new technological developments within the sector.

How to apply

You can apply for this role online; more guidance can be found on our How to Apply information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Michael Hern, Technical Team Leader

Tel: +44 (0)113 343 5108

Email: m.d.hern@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our Working at Leeds information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our Accessibility information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our Criminal Records.

