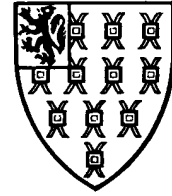


Lincoln's Inn



Job Description

Job Title: Senior IT/AV Technician
Department: IT Department
Reporting to: Chief Information Officer (CIO)

Post Objectives

To take day to day responsibility for the organisation, customer and staff liaison and technical support and maintenance relating to IT and Audio-Visual equipment owned by or hired in by The Honourable Society of Lincoln's Inn. To ensure efficient and economic use is made of all resources, including stock, internal staff and contracted support and company assets. To assist in developing the business to retain a lead in the venue market in London.

Key Responsibilities

- Offer day to day running support for all technology facilities relating to venue AV and IT equipment and services.
- Utilise trouble-shooting and fault-finding experience, to provide cost-effective and reliable solutions to technical challenges.
- Provide guidance in managing the business facilities, in tandem with the Chief Information Officer, Head of Catering and Director of Member Services.
- Communicate, motivate and effectively guide the Venue Teams and catering staff in matters of venue and staff AV and IT.
- Manage an operational budget for outsourced resource requirements, manage stock and consumables and advise what duties might need external resources.
- Take daily responsibility for Audio Visual and Information Technology facilities in general use by you, the public, clients and staff who may offer support in your absence.
- Communicate regularly with the IT and Member Services as required.
- Promote in-house venue AV and act as a Lincoln's Inn advocate at all times.
- Ensure all services are delivered to a first class professional standard, seek and act on feedback on the support provided.
- Identify any additional opportunities to enhance/develop the service or equipment we provide and discuss with the CIO
Provide modern and innovative solutions for services and actively monitor industry trends. **Person Spec**
- Practical 'hands on' individual who enjoys closely working with different teams, the public and clients daily
- Can communicate (verbal and written) at all levels from VIP to ops staff
- Have a confident, outgoing personality and be a strong team leader with enthusiasm and a can-do attitude to work

- Has a passion for technology and expanding his/her knowledge beyond current experience.
- Excellent working knowledge of audio-visual technology
- “Enthusiast-level” knowledge of IT and Networking. With a willingness to expand in this area
- Computer literate to a high level
- Experience of managing an operation budget with financial controls
- Organised, meticulous and enjoys working in a busy environment. Previous event experience in a busy venue is a must
- Proven track record of managing logistically challenging events or venues
- Assertive and compassionate to the needs of other internal teams as well as internal or external clients
- Always willing to work collaboratively to find solutions which work for all
- Always happy to share knowledge with other relevant teams to empower colleagues in the use of technology

	Essential	Desirable
Qualifications	A-Levels/BTEC or equivalent	Degree in relevant field or equivalent Formal Information Technology accreditation AVIXA CTS
Experience	3 years commercial venue experience in AV/IT: installation of temporary AV/IT facilities, both operationally and organisational Effective budget management SLA management Understanding of IT network topology, IT security and administration Operational experience in requesting and assessing health and safety, risk assessments and method statements	Commercial AV/IT departmental management experience Budget setting and forecasting Business negotiation Network management Unified communications, teleconferencing and video conferencing
Skills	Excellent people skills Excellent soft skills Ability to delegate, but also to work towards a shared goal in a team	Video / Audio production skills: pre-planning, camera/sound recording and post-production

Computer graphics for video
(animation, motion graphics)
Photography and touch-up skills

Deep understanding of AV signal
flow.

Technical troubleshooting and fault-
finding skills and the ability to apply
knowledge and skills to find
solutions on their own steam

Digital and social media skills:
Facebook, Instagram, Twitter,
LinkedIn, Pinterest, Mailchimp

Graphic design, typography,
layout. An artistic eye

Excellent time management and
prioritisation capabilities

Creative software skills (Adobe
CC or equivalent)

Sales tactics, up-selling

Able to condense and simplify
complex problems into quick
summaries for lay persons

Capability to work autonomously
within a brief whilst understanding
operational constraints

Personal Qualities

Ability to work calmly under
pressure
Ability to find a positive angle in
challenging environments

Diplomacy at the highest level

Adaptable to and driver of change.
Highly flexible and self-motivated

Organised, meticulous
Reliable, punctual, presentable

Compassionate, thoughtful, obliging,
empathetic

Capable of working within a
multidisciplinary team with shared
responsibilities

Enthusiasm for utilising and
advancing technology

