



Royal College of Anaesthetists

IT and Audio Visual Support Analyst

Directorate: Chief Executive's Office

Reports to: IT Support and Security Manager

Band:

1.1 Job purpose

This role supports the day-to-day running of The College's IT Service Desk and Audio Visual (AV) services and events at the College.

This includes the capture, classification and resolution of issues and requests, ongoing hardware and software maintenance, and installation of new hardware and software systems.

Alongside the provision of support for events and meetings at the College, including customer assistance, equipment deployment, maintenance and assisting with other key AV tasks, as required.

1.2 Key tasks and responsibilities

IT and AV Support

- Act as a point of contact for everyday IT and AV problems and questions at the College
- Log and track IT/AV issues and requests, taking responsibility for ensuring these are addressed in a timely and satisfactory manner
- Liaise with third party system suppliers and external support consultancies in the resolution of issues
- Install, maintain and troubleshoot College hardware and software
- Carry out IT/AV inductions for new employees
- Perform day-to-day administrative tasks such as the creation of user accounts
- Support the training of users with IT/AV requirements
- Provide AV support for College meetings and events
- Assist with deployment of AV equipment
- Ensure AV equipment is stored securely after use at events and meetings
- Attend and contribute to IT Team meetings
- Undertake such other duties as may reasonably be required by the IT Support and Security Manager or Audio Visual Services Manager

People Management, Relationship Management and Customer Service

- Provide high levels of end-user support whilst demonstrating excellent customer service skills
- Always be professional and customer focused when liaising with employees and all other stakeholders
- Provide excellent customer service at events and meetings held at the College

1.3 Qualifications, skills, knowledge and experience

- Experience of supporting both AV and IT systems

- Experience in building and supporting PCs, laptops and mobiles devices
- Experience in deploying and configuring operating systems and applications
- Experience of account administration and supporting Microsoft 365 and MS Teams
- Experience with Windows 10 and 11 and Microsoft Office suites
- Experience of logging and updating calls on service desk software
- Experience of adobe creative cloud (Premiere, Audition, Media encoder)
- Knowledge of basic AV integration/installation
- Excellent communication skills, both written and verbal
- Ability to work collaboratively across teams
- A commitment to maintaining high customer care standards and upholding organisational values

Desirable:

- Knowledge of Apple Mac IOS and Android OS
- Knowledge of basic electrical safety
- Knowledge of video and audio editing
- Knowledge of digital signage systems
- Understanding of AV systems

Signature:

Name:

Date: