

JOB PROFILE

JOB TITLE: IT/AV Assistant

LOCATION: ENERGUS, West Cumbria

ROLES: One

1. MAIN PURPOSE OF JOB

To provide IT and AV support to the Energus team, tenants and external clients.

2. POSITION IN ORGANISATION

- Responsible to the IT/AV Technician
- Accountable to the Building & Facilities Manager

3. SCOPE OF JOB

To assist with the maintenance of hardware and software as well as providing training and development of resources for all Energus IT equipment.

To operate and maintain all Energus AV equipment for both tenants and external clients and to assist in the provision of technical presentation services to events, primarily within Energus

Occasional out-of-hours working is required.

4. QUALIFICATIONS, EXPERIENCE & SKILLS

- Ideally to hold a Higher Level qualification in IT
- Experience of working in a user support environment
- Good Oral communication and written skills
- Good working knowledge of:
 - Windows operating systems
 - PC and peripherals hardware knowledge
 - Microsoft Office including outlook and Internet applications
- Experience and knowledge of working with audio-visual equipment and software
- The ability to liaise with both internal and external clients with confidence and professionalism
- Strong organisational skills, attention to detail and accuracy together with good numerical skills
- Be able to work as part of a team and independently as required
- Have the flexibility to perform relevant tasks as required by the management

5. DUTIES & KEY RESPONSIBILITIES

- Provide high quality and confidential IT services within Energus and offer an efficient and effective service for:
 - the installation of hardware and software systems
 - the maintenance or repairing of equipment
 - troubleshooting a variety of computer issues
 - setting up computer security measures
 - configuration of computer networks
- Provide general IT and AV support including dealing with internal and external clients
- To operate technical equipment for events (both IT and AV)
- Maintain and update appropriate files and directories to ensure the team has access to the most factual and up to date information
- Support the IT/AV Technician in the day to day duties
- Answer telephones and take messages for members of the team when they are not available, ensuring that messages are taken accurately.
- Punctual and flexible
- Able to work as part of the Energus team

Staff will manage:

- Own performance, including self-development;
- Health and wellbeing;
- Manage own workload, including time and deadline management;
- In addition, he/she will undertake other activities commensurate with their skills and experience as and when required;
- Staff will be expected to support and implement corporate decisions and initiatives as instructed by their Line Manager.

Signed:

Post Holder

Date:

Line Manager

Date: