

Are you our new AV Technician?

The basics

Location:	Central London
Reporting to:	IT Infrastructure & Support Analyst
Salary:	Competitive salary plus attractive benefits
Working Hours:	Full time. The pattern of hours may vary according to operational needs and generally work will be carried out during normal office hours. We're a flexible employer.
Holidays:	25 days per annum, plus statutory holidays.
Contract:	This is a 6-months fixed term contact with the possibility of being extended to 12 months. The period of notice is one month in writing on each side. There's a probationary period of three months.
Equal Opportunities:	The FCC strives to be an equal opportunities employer and commitment to this process will be expected.

Who are we?

We are Future Cities Catapult. We develop and test urban solutions and accelerate them to market, to grow the UK economy and make cities better. We bring together businesses, universities and city leaders so that they can work with each other to solve the problems that cities face, now and in the future.

From our Urban Innovation Centre in London, we provide world-class facilities and expertise to support the development of new products and services, as well as opportunities to collaborate with others, test ideas and develop business models.

We help innovators turn ingenious ideas into working prototypes that can be tested in real urban settings. Then, once they're proven, we help spread them to cities across the world to improve quality of life, strengthen economies and protect the environment.

Our Cities Lab provides data analysis, modelling and visualisation capabilities to understand and elucidate city problems, while on-the-ground demonstrators in our network of collaborating cities provide opportunities for testing new approaches in-situ. Combined, they help us discover which new ideas can have the biggest impact on our urban environments.

By bringing together the UK's top architects, engineers, designers, academics and business professionals, we can help them transform cities on a global scale. We will strengthen the UK's ability to turn excellent urban innovations into commercial reality.

We specialise in urban strategies, connected cities and urban data science. We use these capabilities to focus our work on three core themes: integrated urban planning, healthy cities and urban mobility. We can provide impartial advice about the most effective products and services – both off-the-shelf and bespoke – to help cities make the most effective use of their investments. We're about making innovation happen in cities.

So what is it all about?

We're after a sparky and ambitious AV technician to be responsible for smooth day to day AV support, and to operate cutting edge talent management practices that are agile, fit for purpose and scalable as we grow. You'll be working with our IT Infrastructure & Support Analyst and the rest of the Enabling Services team.

What will you be doing?

Main Responsibilities:

- First point of contact for AV support.
- Setting up equipment according to instructions.
- Testing equipment before an event, Finding and dealing with any faults on site and organise any third maintenance work.
- Video / audio conference setup and support. Ensure all sites are connected on time and receiving / transmitting good audio / video.
- Operating equipment during rehearsals and the event itself.
- Checking and servicing the equipment, repair or clean equipment when necessary.
- Managing equipment booking.
- Training other people to appropriately use the equipment.
- Advising on new equipment and agreeing prices with suppliers.
- Work closely with facilities and events team during the events.
- Help events team with setup audio/video conferencing equipment for all internal meetings and events.
- Daily visits to all meetings rooms, report all missing equipment from meeting room and organise a replacement.
- Ensure room is presentable, tidy, safe and hazard free and all cables are secured and tidy.
- Ability to work some long hours on events when required due to the nature of the events industry.
- Take responsibility for own workload and keep others informed, highlighting potential problems and suggesting solutions to ensure continuity of service delivery.
- Manage installations of new AV equipment, deal with suppliers and external installation engineers.

- Cables management, able to run the cables through ceiling and cable trunking and conduit.
- Manage AV asset, place orders of new equipment and take care of deliveries.
- Provide assistance to Facilities manager for ad-hoc requests.

What are the first-year outcomes?

Outcomes are what you need to accomplish in your role, and we will work together to refine these. These are not all the outcomes you will be expected to achieve, but some of the primary ones:

Within 1 month:

- Learn the AV systems in UIC
- Build a quick and good working relation with current AV supplier and make a successful handover.
- Build a solid relationship with IT, Events and Facilities teams.

Within 3 months:

- Develop the equipment inventory ensuring accurate records at all times.
- Document the system configuration and plan maintenance & upgrades.

What kind of person are we looking for?

We're looking for a bright and enthusiastic AV professional committed to delivering highest quality AV Support. You'll have AV experience in a busy hands-on role.

Essential Requirements:

- A minimum of 2 years' experience providing AV support and the processes associated with it, ideally in innovative organisation.
- Knowledge of specialist AV hardware, software and advance AV technologies (including the list of equipment below) and PA systems.
- Knowledge and experience of configure sound technologies such as sound channels, Mics and speakers.
- Good knowledge of wireless streaming media technologies such as Apple Air.
- Knowledge of computer network, IP configurations, DHCP and Wifi.
- Ability to work under pressure and to resolve issues diplomatically and calmly.
- Experience of working in service desk environment.

Desirable:

- Desktop IT support (Windows & Mac).
- Good knowledge of network equipment more specifically network access points.
- Familiar with service desk systems, assign jobs to relevant department.
- Familiar with ITIL Foundation course.

What about our culture?

We are a rapidly growing organisation with a mission to make urban innovation happen for the benefit of businesses, cities and citizens.

Our mission is to advance urban innovation, to grow UK companies, to make cities better.

We employ people with various backgrounds and skills so we can quickly create multidisciplinary project teams to deliver innovative new projects and programmes that make a real impact. The flexible design of the organisation means we can get the most out of the diverse variety of skills and perspectives we have in-house.

We are all deeply committed to our mission, and you will need to share that commitment and vision. You are happy working in a fast-moving, unstructured and multi-disciplinary environment and thrive on the occasional uncertainty that comes with being part of a new and fast-growing organisation.

Our culture is open, collaborative and rich in skills and backgrounds. We've tried to capture our way of working in three principles:

- Break new ground – we're transformative, imaginative and intelligent
- Play nicely – we're collaborative, approachable and fair
- Make it a reality – we're down to earth, tangible and we get stuck in.

You'll thrive in an environment that sits between public and private, between cities and tech, between design and science, between research and practice. If you are excited by the possibility of working in one of the world's leading urban innovation centres, a place stuffed with a diverse group of talents and perspectives, we would encourage you to send your application.

Want to apply?

Send your CV and portfolio with covering letter via our [application](#) portal and in your cover letter, tell us why you're right for the job.

www.futurecities.catapult.org.uk

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