



Job Description

Section 1 - Description

Job Title: ICT and AV Support Technician

Location: 232 – 242 St Vincent Street, Glasgow, G2 5RJ

Reports to: ICT Operations Manager

Date: May 2026

Hours: 35 hours per week - 5 days flexible across 7

Salary: Grade 3

Section 2 - Job Purpose

To provide support across all the ICT equipment, systems, and associated services. The role also includes elements of Audio Visual (AV) support.

Work will be both reactive through 1st & 2nd level service desk support for ICT and/or AV related incidents, problems and requests; and pro-active in support of project-based ICT improvement and development activities, and scheduled AV events.

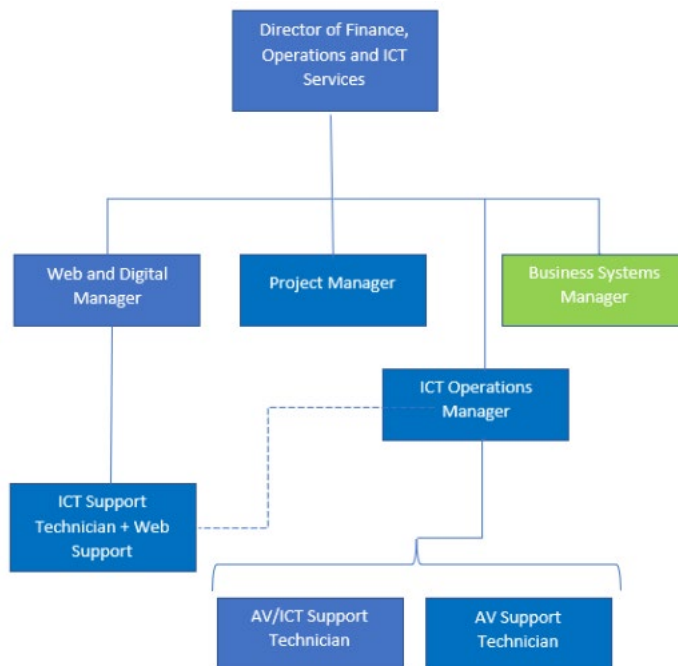
The post holder will primarily be responsible for operating the service desk processes, analysing incidents and requests, prioritising responses and taking them through to resolution either by direct action, escalation to colleagues in ICT and other departments and/or facilitating assistance from 3rd party service providers.

They will also be required to support AV events both in person and occasionally remotely.

The postholder will be expected to work from the College's premises. The option to work some days from home may be possible subject to operational needs and line manager approval.



Section 3 - Organisation Chart



Section 4 - Main Responsibilities and Role

The ICT Support Technician will:

- Provide first point of contact for ICT Support to the College
 - Proactive management of incoming issues and requests through our ICT ticketing system.
 - Escalate incidents and requests tickets to colleagues and 3rd parties as necessary
 - Support the implementation of ICT systems, software, hardware, and networking at all levels.
 - Development and management of ICT and AV documentation.
 - Provide technical support across the College via voice communications, remote access and in person.
 - Document support issues and their resolution in the ICT Service Management tool and associated systems.
 - Liaise with 3rd party equipment and service support providers.
- Provide AV Support to the College to ensure equipment for events is setup in a timely manner and according to the Events requirement.
 - Liaise with Event Directors, Coordinators and Presenters and operate the College's AV equipment to facilitate and deliver event content.
 - Advise the Event Management Team on equipment technical capabilities and/or constraints.



- Document AV support and operating procedures for the use of ICT/AV staff and event participants.

Section 5 – Planning and Organising

- The post holder must be adept at prioritising workload in context of service requests, AV requirements and ongoing service improvement activities.

Section 6 –Decision Making

- Categorise service requests and allocate appropriate workflows to resolution.
- Determine the appropriate services and associated AV equipment to deploy to meet event requirements.
- Determine the category of faults logged and prioritise accordingly.

Section 7 - Internal and External Relationships

External:

- 3rd party ICT equipment and support companies
- AV service/support companies – occasionally.
- Event Directors, Coordinators and Presenters - frequently
- Visitors and Customers – daily

Internal:

- ICT Team members - daily
- College Staff – daily
- Fellows and Members – daily

Section 8 - Knowledge, Experience and Skill Set Required

Person requirement:

- At least two full years' experience providing 1st & 2nd line support in corporate environment
- Keen and proactive problem solver with strong analytical skills.
- Able to take end to end ownership of tasks including prioritisation, delivery and resolution of incoming tickets.
- Excellent team player who is committed, enthusiastic, able to work on their own initiative, and keen to learn and develop



- Good communication and interpersonal skills, having a polite and patient approach in the face of competing demands.
- Excellent organisational and record keeping skills
- Motivated to challenge existing practices in support of continuous improvement

ICT Support requirements:

- Experience working with IT service management and helpdesk systems
- Good knowledge and understanding of Microsoft Desktop Operating Systems
- Some knowledge of Microsoft Windows Server Operating Systems
- Knowledge of Microsoft Active Directory (on-premise and the Azure / Entra environment)
- Experience in supporting Laptops, PCs and peripheral hardware.

Audio Visual Support requirements:

- Proficient in the use of Microsoft PowerPoint or other presentation applications

Desirable (ICT):

- Experience with Apple MacOS & IOS in a Microsoft Windows corporate environment

Desirable (AV):

- Familiarity with AV equipment deployments, e.g. projectors, PA Systems, sound mixing decks, video and voice conferencing etc.
- Experience with Webinar solutions, for example Adobe Connect, Gotowebinar, Webex etc
- Experience with Microsoft Teams as a lecture / webinar platform

Section 9 – Job Context and Special Features

The role of the ICT and AV Support Technician is integral to the successful delivery of all College services. They must be able to analyse and solve problems to ensure the continued availability of the College's ICT systems and staff and volunteer's ability to work, and to facilitate the smooth running of educational and corporate events. An ability to be flexible and prioritise in a way that effectively delivers to changing demand is especially important.