

## JOB DESCRIPTION



Job Title: Exhibitions Audiovisual Technician

Division: Finance & Resources

Department/Section: IT

Pay band: Competitive salary

Contract: 2 x part-time contracts, fixed term to April 2019 (start date April 2018)

Reporting to: Visitor Technology Partner (IT)

The Exhibitions Audiovisual Technician is required to support Exhibitions staff with specialist technical support and services related to the day-to-day maintenance of all hardware components for all temporary exhibitions at South Kensington, and to ensure that all equipment and software is well maintained and functioning in order to provide the highest level of visitor experience and enjoyment. In particular, the V&A will present two exhibitions in 2018/2019--*The Future Starts Here* and *Videogames*--that both feature a substantial amount of audiovisual content, both interactive and non-interactive, delivered on a range of platforms and hardware, which will require significant technical support. In addition, the Exhibitions Audiovisual Technician is required to work with the external contractor who manages the Exhibitions department's audiovisual hardware inventory and coordinate the use of equipment.

### Tasks

Duties relating to temporary exhibitions:

- Ensure that all equipment in V&A temporary exhibitions is maintained and kept in good, safe working order at all times.
- Troubleshoot and resolve technical faults where possible and escalate to external audiovisual suppliers and subcontractors where appropriate.
- Act as primary liaison with external audiovisual suppliers and contractors on maintenance issues associated with audiovisual hardware.
- Report maintenance issues to the Exhibitions Manager, and attend regular meetings to provide status updates.
- Act as primary liaison with Visitor Services and Security staff and offer guidance on low-level technical troubleshooting in the galleries.
- Conduct regular site checks to ensure equipment functioning correctly.
- Log and advise on any faulty/damaged equipment via the museum's computerised call logging application and assist in sourcing replacements.
- Work alongside the V&A-appointed audiovisual subcontractor during the installation and deinstallation of audiovisual hardware equipment and object-related audiovisual content.

- Contribute to the preparation and maintenance of written operations manuals for object-related installations.
- Communicate in a professional manner with internal and external parties when troubleshooting issues with software and content.
- Provide procedural training on basic day-to-day maintenance of audiovisual equipment for Exhibitions staff, IT staff and gallery assistants.
- Assist Exhibitions Manager in advising on technical requirements for audiovisual content and interactive installations at touring venues.
- Be familiar with all equipment requirements, power requirements, handling, packing and unloading procedures.

#### Duties relating to the Exhibitions department audiovisual stock:

- Work with the external contractor who manages the Exhibitions department's audiovisual inventory. Update the spreadsheet tracking inventory to make sure it is current, accurate and complete with all relevant information in conjunction with the external contractor.
- Work with the external contractor to maintain the Exhibitions department's audiovisual equipment so it is in good, safe working order at all times. Ensure that PAT testing is carried out as required to comply with statutory regulations.
- In conjunction with the external contractor who manages the Exhibition's department audiovisual equipment, move and lift items of equipment around the store, logging equipment in and out of the store for all exhibition projects.
- Log lamp hours of projectors and oversee procurement of lamps so lamp hours are not wasted, downtime is avoided and budgets can be set.

#### General duties:

- Be committed to health and safety and ensure familiarity with all of the Museum's health and safety policies and procedures.
- Be security conscious, ensure familiarity and co-operation with all of the Museum's security procedures.
- Promote equality and diversity in all aspects of work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the Museum's strategy for widening access, inclusion and diversity.
- Carry out ad hoc duties as requested by appropriate managers within the department.
- Ensure V&A guidelines are adhered to.

#### Performance measures

- Ensure that 95% of audiovisual equipment in the exhibition is functioning and accessible to visitors during public hours.
- Respond to all reported technical faults within 1 hour, on a normal working day.

## PERSON SPECIFICATION

### Essential requirements

- Demonstrable experience in the audiovisual industry, preferably in a museum or exhibition environment.
- Skilled in IT and audiovisual equipment problem diagnosis and resolution.
- Knowledge of safe working practices that are common in the audiovisual industry including working at height, lifting and working with electrical items.
- Ability to communicate technical information in a clear and understandable manner to non-technical stakeholders and to produce clear written material.
- Ability to effectively engage with external contractors, with experience of working with suppliers to resolve issues.
- Strong sense of ownership and ability to follow tasks through to completion.
- Ability to work as part of an effective and highly skilled team.
- Ability to work with minimum supervision.

### Desirable requirements

- Knowledge of and interest in new hardware platforms and systems and technical problem solving.
- Ability to keep calm and focused under pressure.
- System Software (SYSP): Level 2.
- Service desk and incident management (USUP): Level 3.
- Problem management (PBMG): Level 4.
- Emerging technology monitoring (EMRG): Level 3.

## OTHER INFORMATION

### Hours/Salary

Net working hours (i.e. excluding breaks) are 22.5 per week, to be worked over a 7 day a week rota. Please see attached the indicative two-week roster, to be confirmed upon appointment. Flexibility and occasional overtime may be required.

Competitive salary.

### Annual leave:

28 days plus 8 days public holidays pro rata

### Pension benefits:

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

### Other benefits:

Non-contributory life assurance policy (to value of 4 x annual salary)

An interest free season ticket or bicycle loan is available after three months.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant

Discounts on purchases in V&A shops

Childcare Voucher Scheme

**Application process:**

Please apply online via the V&A's website at [www.vam.ac.uk/jobs](http://www.vam.ac.uk/jobs)

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact Vacancy Filler directly on 01509 236434, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – [contacthr@vam.ac.uk](mailto:contacthr@vam.ac.uk) or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

Closing date for applications is noon 2 March 2018.

Interviews to be held on 19 and 20 March 2018.

Interview expenses will not be paid unless there is a prior agreement.