

CANDIDATE PACK

AV Technical Engineer

Digital & Technology Services

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Digital and Technology Services
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: AV Technical Engineer

Reports to: Audio Visual Support Lead

Department: Digital & Technology Services

Grade: NG6

ROLE PURPOSE

This onsite user facing role is responsible for providing point of service AV procurement, installation and support to all members of the University community, both colleagues and students. In addition to providing timely troubleshooting and technical assistance to minimize disruptions to teaching, learning, and administrative activities, the individual will conduct regular inspections, testing, and servicing of managed AV installations to ensure optimal performance and longevity. They will also be expected to address and resolve related IT issues, including connectivity and compatibility problems, as well as networking challenges that may impact AV functionality. Furthermore, they will assist schools, colleagues, and students in operating AV systems, offering guidance on best practices and developing user-friendly documentation. Strong problem-solving skills, technical expertise, and excellent customer service are essential for effectively supporting the University's AV infrastructure.

PRINCIPAL ACCOUNTABILITIES

1. Serve as the primary escalation point for AV, Service Desk, and End User Support (EUS) Technicians, delivering expert technical guidance and advice on complex issues. Provide leadership in troubleshooting, system optimization, and process improvement while ensuring adherence to operational standards, best practices, and organizational procedures.
2. Apply advanced technical expertise to investigate, diagnose, and resolve complex support incidents efficiently. Uphold SLA commitments through disciplined prioritization and proactive communication, ensuring a seamless user experience and continuous service reliability.
3. Develop and curate detailed technical documentation and procedural guides that empower AV and IT colleagues to resolve issues efficiently and uniformly. Champion knowledge sharing to strengthen team capability, reduce recurrence of incidents, and drive operational excellence.
4. Conduct independent testing and evaluation of AV software updates, firmware, and hardware integrations to ensure seamless functionality, cross-platform compatibility, and long-term system reliability before production rollout.
5. Oversee and coordinate the equipment loan process managed by IT colleagues, ensuring temporary and ad



hoc AV or IT equipment requests are fulfilled efficiently, accurately, and in a well-documented manner.

6. Serve as an escalation point for second- and third-line technical support, applying AV and IT expertise to resolve complex, high-impact issues. Collaborate with cross-functional teams to implement long-term corrective actions and enhance overall service performance.
7. Design comprehensive AV training programs for end users, promoting confident and consistent system use across the organization. Evaluate training effectiveness and continuously refine materials to align with evolving technologies and user needs.
8. Collaborate effectively with colleagues and stakeholders to enhance AV and IT service delivery, contributing to the continuous improvement of processes, workflows, and support frameworks.
9. Ensure all AV and IT systems comply with university policies and industry best practices, maintaining operational efficiency, security, and system reliability.
10. Take responsibility for any additional duties delegated by the Audio Visual Service Lead as appropriate within their competence.

CONTEXT

ISS delivers a comprehensive portfolio of IT services to the University's user community of 20,000 students and colleagues across several sites in the West End of London and Harrow. Audio visual (AV) services represent one of the most critical elements of IT services to the university, providing AV for teaching spaces, board rooms, lecture theatres, commercial events and auditoriums across the university. These services are cornerstone of our ability as a university to meet the teaching needs of our colleagues and students. The university currently has around 420 independent locations that operate AV infrastructure across all our sites.

With a direct impact on the student and colleague experience, the role is the 2nd & 3rd line support of the AV infrastructure across campuses, working with the AV Lead to ensure appropriate technologies are delivered to the institution's agreed standards, driving improvement initiatives that support the day-to-day use of AV.

The role will engage widely with colleagues in ISS, Professional Services and the wider University deliver technology supporting and enhancing both the student and colleague experience and achieve the operational excellence we aspire to.

DIMENSIONS

Staffing:

The post holder will have no line management responsibility, however, will be expected to mentor and act as a point of escalation for colleagues.



Budget:

The post holder will have no direct budget management responsibility.

Hours:

The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder may be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location:

All University appointments are made on the understanding that colleagues may be asked to serve at any of the University's sites should the need arise. The post holder must also work in accordance with any agreed service levels.

Health and Safety:

The post holder is required to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

1. A degree level qualification in a relevant subject, or demonstrable and significant equivalent experience.
2. Professional certifications such as: CEA, CTS, AVIXA Essentials, Extron AV Associate, Q-SYS level 1, Crestron AV over IP, DM NVX/NAX/NUX, Crestron FLEX, Dante or equivalent significant experience in a front facing AV role.

Desirable

1. ITIL Foundation Certified
2. Q-SYS level 2

TRAINING AND EXPERIENCE

Essential

1. Significant practical experience in the management of Audio-Visual services and systems delivery.
2. Strong knowledge of audio-visual systems, platforms and architecture.
3. A good understanding of signal flow.
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5. Demonstrable experience of reviewing and commenting on AV schematics.
6. Experience of supporting a large, complex, multi-site IT environment.
7. A strong understanding of underpinning AV over IP protocols, IT infrastructure including networking, server infrastructure and operation systems.
8. A good understanding of incident, problem, change and service level management.
9. Ability to maintain an awareness of, and compliance with Environmental, and Health and Safety policies and procedures
10. Experience of training and mentoring colleagues and ensuring the service is delivering to agreed standards.

Desirable

1. Knowledge and experience gained from working in a Higher Education environment.
2. Good working knowledge of AV/IT Systems such as
3. QSC - Q-SYS - Crestron.
4. Good working knowledge of wireless presentation & collaboration systems such as Cynaps.
5. Good working knowledge of Hearing loop technologies.
6. Good working knowledge of conferencing solutions.
7. Experience of working within a project framework.
8. Experience in working with third parties in order to deliver an end-to-end AV Service.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

1. Ability to take ownership, responsibility and control.
2. Ability to demonstrate AV troubleshooting skills.



3. Ability to work effectively as a member of a team or, where appropriate, to work independently.
4. A customer-centric approach to service delivery.
5. A positive attitude with initiative to contribute to improving our service, taking innovative approaches to problem solving and devising inventive and creative solutions.
6. An orderly approach to problem solving and ability to make decisions at the appropriate time, considering priorities, constraints and the availability of necessary information.
7. Proficient in receiving and explaining complex ideas with clarity and of presenting technical information to non- technical audiences.
8. Ability to mentor colleagues in a supportive team environment.
9. Ability to work within a dynamic and changeable environment.
10. Keenness to research the current marketplace and keep up to date with commercial developments.
11. An appreciation for interpersonal dynamics and working in a culture of trust, empathy and collaboration.
12. Methodical, calm, and clear-thinking under pressure.
13. The post holder will be expected to take every opportunity to foster cross-team working and to develop a culture of sharing knowledge and information.

Other

1. Flexibility to work out of hours on occasion to meet user or service expectations.
2. Fully committed to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment, sexual misconduct, discrimination and victimisation are neither tolerated nor acceptable.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

The deadline for receipt of applications is 11.59pm on 10 May 2026.

Interviews will take place on 21 May 2026.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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