**Job Description**

**Post/Job Title: Senior Location Production Service Desk Engineer**

**Postholder:**

**Ref:**

**Faculty/Support Service: Professional Support**

**Group/Section: Production Support Team**

**Location including building: Talbot Campus**

**Normal hours per week: 1 FTE**

**Grade: 5**

**Accountable to: Production Support Group Manager**

**Special conditions: May be required to work on a rota basis which may include some unsocial hours and occasional weekends. Working 37 Monday - Friday**

# Job Purpose

The Senior Location Production Service Desk Engineer plays a vital role in the success of the faculty, the post has responsibility for ensuring high-end, professional grade broadcast equipment assets are available and optimised for our service users, whilst also providing them with technical knowledge and guidance where appropriate. The post holder will identify any damage or issues with assets, drawing from their experience and technical skill sets to provide solutions that comply with UK HSE protocols and potentially impact on our services, and act on issues reported from Location Production Service Desk Engineer to resolve raised issues in a prompt a time as possible or escalate to Production Support Manager if not possible at technician level.

The post holder will work closely with the other staff in the Production Support Group, academic colleagues & students to stay abreast of user requirements, anticipating risk and complexities that may arise, ensuring that the user facing Location Production Service Desk Engineers have everything they need to provide an excellent service that meets the needs of the faculty.

The post holder will understand the faculty’s users, identify their requirements, and understand their objectives. To best meet these requirements the post holder will create, develop, and embed practices and processes for the wider team and technology. They will manage key safety risks by providing context-specific advice and guidance surrounding the use and implementation of hazardous assets, referring always to best practice and the HSE protocols, if specifically requested and approved by Production Support Manager.

The Senior Location Production Service Desk Engineer will further be able to provide technical advice and guidance surrounding the objectives of users with our assets, such as Location shooting set-ups, power distribution, best practice, and other industry specific knowledge where appropriate and if specifically requested and approved by Production Support Manager.

**Organisational Structure**

Main Responsibilities

* Create, develop, and embed processes and technology sets that best meet the requirements of the faculty. Lead and mentor junior technical staff in the day-to-day use of these practices and continually review success of these measures.
* Alongside academic colleagues, prioritise work and the work of others in ensuring that service levels are optimised and that urgency of each request and the impact on the service user is considered in every decision. Take ownership of issues escalated from the Production Support Engineers and, if needing to escalate to management, keep track of them through escalation paths, ensuring that service users are kept informed throughout.
* Meticulously check all equipment in and out of the kit room including the cleaning, testing and physical checking of equipment. This includes, but is not limited to, lighting, grip, distro, and cameras. Ensure that deliveries and returns accurately recorded and related paperwork is properly processed. Conduct broadcast industry standard component repairs on equipment and work closely with 3rd party vendors and manufacturers to ensure that warranty agreements are met, and issues are escalated.
* Manage the maintenance and inspection of all of the faculty studio space lighting rigs (PGB, Photography). Manage service records to ensure and demonstrate legislative compliance with H&S and LOLER (Lifting Operations and Lifting Equipment Regulations) Be the point of contact for first instance fault reporting for studio facilities, inspect reported fault. Assess and identify appropriate escalation pathway and report outcomes to Production Support Group Manager
* Provide technical support and advice to students, demonstrator, and academic staff on the suitability of broadcast technologies for specific activities. Display excellent communicating skills, ensuring that complex technical information is tailored for the audience and easily understood. Actively listen to what service users are asking for in a friendly and helpful manner, being flexible and ready to sort out issues while making sure equipment is presentable and ready for use.
* Work alongside the Production Support Manager to assist in the procurement of repairs, replacement, and purchases of new equipment via revenue and capital expenditure budgets. Advise faculty steering groups on current and emerging technologies and how these technologies will best support planned curriculum.
* Contribute towards the overall efforts of the Production Support Group to provide excellent customer service. Actively engage-in, and understand, University Service Excellence standards, best practice guidelines and user expectations. Make excellent service experience the key component for all services, ensuring that the whole team are viewed as a trusted component of the faculty and university community.
* Keep accurate records of issues and service availability that can be reported against. Ensure that the information displaying the availability of assets in the stock control and booking system (SiSo) is relevant and correct. Receive and process new equipment. Conduct the asset listing and uploading of information onto SiSo. Maintain the inventory/stock control systems to ensure equipment is located, stored, and transferred correctly.
* Provide quality assurance and support the development of training literature, user guides and other resources. Break down the technical and architectural purpose of broadcast equipment so that all users understand the effective use and trust the suitability of the chosen technology.
* Provide insights into how broadcast equipment works, what it can and can’t do and how to maintain and store it. Display excellent understanding on how best to unload and set up equipment (manual handling), how to use it according to best practice and HSE protocols and suggest solutions to practical problems our users may have. Ensure all requested ancillary equipment such as lenses, filters etc are ready and checked prior to collection and use.
* Keep up to date with the latest technology trends within the industry, standards of best practice, and HSE regulation developments and provide valued input to senior colleagues during university technical strategy and procurement activities.
* Understand, commit, and adhere to all legislation requirements for storage and handling, maintaining standards of health and safety, hygiene, and security in the work environment.
* Actively engage with requests and instructions from senior colleagues. Listen and do what is instructed accurately and stay calm under pressure. Escalate issues to senior colleagues as and when appropriate and ensure that all expected information is correct and available at the point of escalation.
* Be an active and engaged part of the team seeking to ensure that everything runs smoothly and be ready to help colleagues with different kinds of tasks when needed.
* Actively participate in training and mentoring by researching and suggesting suitable courses and programmes. Fully commit to agreed training objectives and be quick to escalate any risk of missed targets to line management. Be responsible for overseeing the management of support group health and safety legislation covering PUWER, COSHH, Manual Handling & Ladder inspection.

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| **SELECTION CRITERIA** | **E**ssential / **D**esirable |
| Knowledge (including experience & qualifications) |  |
| Degree, equivalent qualification, or relevant experience of working in and providing support to the broadcast, lighting or photography industry | E |
| Awareness and understanding of the activities and developments within Higher Education and/or public sector | D |
| Experience of working in a customer support environment | E |
| Understanding of Customer Service provision in a medium to large organisation | E |
| Excellent knowledge in all aspects of professional grade video, audio & lighting production equipment. | E |
| Experience of the inspection, routine maintenance and of fault identification of professional grade video and audio equipment | E |
| Experience in the use, construction, testing and inspection of cables and portable appliance equipment | E |
| Experience of LOLER inspection, examination and testing | D |
| Working knowledge of LAN & WAN technologies and protocols | E |
| Knowledge of computer hardware, operating systems & software | E |
| Competency in the use of MS Office, web-based resource management systems and ticket management systems | E |
| Understanding of the required standards of health and safety, hygiene, and security in the work environment | E |
| Qualified and capable with the understanding of the legislative health and safety requirements for storage, handling & electrical safety | E |
| Experience of establishing technical processes and routine tasks and the mentoring of staff there of | E |
| Ensure kit issuing processes and conditions are met prior to releasing all equipment | E |
| Skills |  |
| Ability to listen to what the customer is asking for and able translate complex requirements to technical solutions | E |
| Demonstrable excellent interpersonal skills with ability to engage and collaborate with staff and students at a business and technical level | E |
| Demonstratable excellent verbal and written communication skills | E |
| Strong analytical and problem-solving skills that demonstrate an ability to evaluate complex issues often with incomplete information | E |
| Demonstrable ability to handle a range of activities to tight and varied timescales, delivering consistency in results. | E |
| Confidence in providing leadership as part of a team in a busy environment demonstrating strong interpersonal skills | E |
| Ability to be able to advise others in the practice of manual handling, administration of COSHH and inspecting PUWER equipment | E |
| Evidence an ability to rapidly grasp and adapt to new technologies quickly. | E |
| Competent IT skills, including the use of the Microsoft Office suite. | E |
| Oversee and coordinate the activities of other technical staff | E |
| Attributes |  |
| Collaborative | E |
| Self-reliant and proactive | E |
| Empathetic | E |
| Innovative | E |
| Ability to work under pressure | E |
| Attention to detail | E |
| Customer-centric approach | E |
| Desire to learn | E |
| Practical | E |
| Technical mentorship and motivational skills | E |

**Updated: June 2024**