

Role Description

Audio Visual Technician (Events and Venues)

Reports to:

ICT Service Desk Manager

Position: Permanent Full-time (Some evening and weekend hours required)

Role Purpose:

The AV Technician (Events and Venues) is a hands-on technical support role responsible for operating, maintaining, and enhancing audio-visual systems and educational technologies across the School. The role ensures that venue-based AV systems, portable equipment, and user-facing technology services are reliable, well-maintained, and optimised for classes, performances, chapel services, meetings, and major school events.

As part of the ICT team, this role provides frontline technical support to staff and students, delivers live event production, assists with system installations and upgrades, manages equipment registers, and contributes to service improvements and risk management. The role works collaboratively with internal stakeholders across teaching, performing arts, facilities, and school leadership, as well as external vendors.

Responsibilities:

Event and Venue Support

- Plan, configure, operate, and pack down AV systems for school events, including assemblies, live performances, chapel services, graduations, community functions, and conferences.
- Act as the lead technical operator for audio production, managing live sound mixing (FOH and monitors), signal routing, gain staging, dynamic processing, and feedback suppression in diverse venue environments.
- Configure and manage multi-channel wireless microphone systems, including frequency coordination, RF management, and microphone placement for spoken word and live vocal/instrumental performances.
- Manage lighting, staging, projection, video recording, live streaming, and unified communications systems to deliver high-quality event production.
- Prepare and maintain performance and venue spaces to ensure they are safe, event-ready, and fully operational.
- Coordinate bump-in, bump-out, and technical logistics, liaising with event organizers and external contractors where required.
- Perform audio signal chain testing, acoustic calibration, speaker tuning, and hardware maintenance across static venue installations and portable rigs.
- Assist with the installation, configuration, replacement, and upgrade of AV equipment and infrastructure.

User Support and Educational Technology

- Provide responsive, day-to-day support for AV, video conferencing, and educational technology services used across classrooms and learning spaces.
- Respond to, triage, and resolve support tickets submitted via phone, email, or the ICT Service Desk system according to urgency and operational impact.
- Deliver basic training, guidance, and user documentation to empower staff in the effective use of AV and learning technologies.
- Provide general ICT support as needed, collaborating with specialist ICT team members on complex issues.

Operations, Maintenance and Administration

- Maintain an accurate register of AV and tech assets, managing tagging, tracking, storage, loans, returns, and end-of-life retirement.
- Conduct preventative maintenance, routine system checks, firmware updates, and fault identification to minimize downtime and ensure service continuity.
- Coordinate external equipment servicing, repairs, and vendor support when specialized maintenance is required.
- Maintain clear documentation for system configurations, signal flows, standard operating procedures, and issue tracking.

Advisory Responsibilities

- Provide technical advice on AV system reliability, venue readiness, and optimal user experiences for staff and students.
- Identify operational risks related to AV/IT infrastructure, safety, compliance, and continuity, escalating issues or recommending solutions as appropriate.
- Contribute to long-term planning for hardware refreshes, service enhancements, and modernizing venue technology standards.
- Build and maintain positive working relationships with key stakeholders, performers, event managers, and external suppliers.

Essential Experience and Qualifications

- Relevant qualification in Live Production, Audio Visual Technology, Audio Engineering, Media Production, or equivalent industry experience.
- Strong, demonstrated experience in live sound reinforcement, digital audio mixing, multi-track recording, and venue audio system management.
- Proven background supporting AV and ICT technologies within a school, live event venue, performing arts centre, or corporate operational environment.
- Hands-on experience troubleshooting, configuring, and maintaining audio, display, control, and user-facing technology under live production or responsive service desk conditions.

Technical Skills

Audio Systems (Core Focus)

- Expertise in operating digital and analogue mixing consoles (e.g., Yamaha, Behringer, Allen & Heath, Soundcraft).
- Strong knowledge of Dante/AoIP (Audio over IP) protocols, digital snake systems, and network audio routing.
- Expertise in wireless microphone system management (Shure, Sennheiser), including RF frequency coordination and antenna distribution.
- Sound understanding of gain staging, EQ, dynamics, delay matrixing, acoustic feedback control, and speaker tuning for diverse room acoustics.

General AV & ICT Systems

- Experience operating video conferencing, hybrid event systems, and live streaming software/hardware (e.g., Teams, Zoom, OBS, Blackmagic).
- Proficiency with display technologies, laser projection, commercial displays, digital signage, and video switching/matrix routers.
- Practical understanding of AV control systems (e.g., Crestron, Extron, AMX) and basic stage lighting control systems (DMX).

- Competency across Windows and Mac operating systems, standard productivity suites, and ICT Service Desk ticketing systems.
- Capability to execute physical equipment installations, basic cable fabrication/soldering, structural mounting, and cable management.
- *Desirable*: Foundational knowledge of network topology (VLANs, QoS for AV), Microsoft management tools, and Learning Management Systems (LMS).

Other Skills and Attributes

- Excellent interpersonal and customer service skills, with the ability to communicate effectively with staff, students, performers, and contractors.
- Exceptional organizational and time management skills, with a proven ability to prioritize tasks and adapt calmly under live production pressures.
- Strong analytical and problem-solving skills with a solutions-focused mindset.
- Clear written communication skills for creating technical documentation, system schematics, and user guides.
- Initiative, sound judgment, and a commitment to continuous professional learning.
- An understanding of, and commitment to, working within an educational environment.
- Fully embrace and support the Christian ethos of Meriden.
- Have a personal appearance and demeanour which represent the School in a positive way.
- Loyalty to the School and the Principal