

Junior Audio-Visual Technician

Audio-Visual

Salary: 30,784

Full time, permanent

The Royal Society of Medicine (RSM) is a UK charity and membership organisation dedicated to advancing health.

Through learning and collaboration, we empower a global community of healthcare professionals to enhance their practice and improve patient outcomes, while promoting a broader understanding of health through public engagement.

Founded in 1805, the RSM has a long history of bringing individuals with diverse experiences together to share knowledge and pioneer new approaches to medicine and healthcare. Today, our membership connects the full spectrum of healthcare disciplines and career stages, with our educational events programmes and learning resources supporting healthcare professionals worldwide.

Our members, partners and collaborators work collectively, drawing on one another's expertise to raise standards and develop innovative solutions.

Together, we are transforming healthcare, and lives, for the better.

Job Purpose

The purpose of the role of Junior AV Technician is to service and support our small meeting room clients, run our virtual Webinars (Zoom) and gain experience in event delivery with the Senior Technicians.

The Junior AV Technician (Webinars) will be responsible for delivering the Webinars for Internal/External clients as required. When there are no Webinars scheduled, the Technician would be responsible for managing the running of the small meeting rooms and doing general maintenance in these spaces (cable management, reporting of broken/missing equipment).

Tasks & responsibilities

- Running of Internal/External Webinars via Zoom Webinar

- Virtual meetings, which can include: Pushing VTs, Advancing Slides, Managing engagement tools such as Q&A/Polling/Whiteboards
- Reporting to Head of AV Services of encountered issues/technical fails, and setbacks/discussions with clients/internal stakeholders
- Support the team with production-based work, set-ups, tests and rehearsals according to schedule and show flows if required
- Conduct tech-checks and maintenance of AV equipment in meeting rooms and Firmware updates
- Adhering to the cleanliness, presentation SOP of all AV rooms, stores and equipment
- Looking after the asset/equipment according to the SOP, reporting any faults/thefts, ordering consumables, preparing the AV gear for next event/meeting where possible
- Updating and maintaining records and technical databases (SharePoint)
- Keeping the AV SharePoint documentation up to date on equipment/solutions, ensuring the operational information is still relevant and delete files when needed, keeping record of new information/content and activities within the AV department
- Ensure health and safety measurements are met during working hours
- Providing assistance and information on event and Video Conferencing software such as Zoom and MS Teams

Person Specification & Competencies

To be considered for the role you will need to be able to demonstrate the following experience:

A good understanding of VC software such as Zoom and MS Teams. Be able to get clients setup and ready for their meetings and troubleshoot basic IT support problems with connecting to Wifi and their meetings. An understanding of Barco Clickshare will be advantageous. A friendly, pro-active approach.