

NOTES

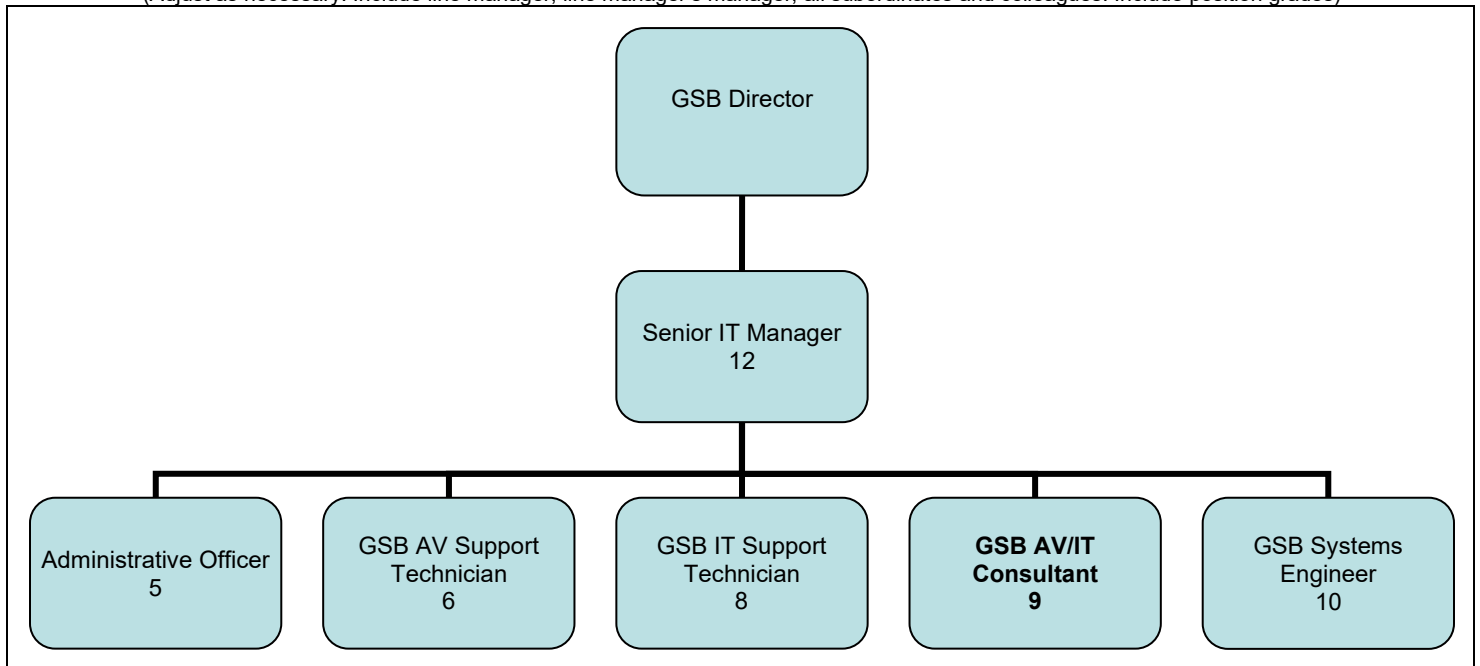
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	GSB AV/IT Consultant		
Job title (HR Business Partner to provide)			
Position grade (if known)	PC09	Date last graded (if known)	2023/09/27
Academic faculty / PASS department	Commerce		
Academic department / PASS unit	Graduate School of Business		
Division / section	GSB-IT		
Date of compilation	July 2023		

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



PURPOSE

The main purpose of this position is:

The GSB AV/IT Consultant supports, maintains, and manages audio-visual (AV) and information technology (IT) solutions for all teaching, conferencing, meeting, and other AV/IT-type spaces.

They perform research in, and development of, AV and IT solutions fit for a world-class teaching, conferencing, or collaboration environment, the implementation and support of multimedia services, such as podcasting and streaming, and they oversee the inventory and asset management of GSB AV/IT equipment.

They also oversee the day-to-day functions of the AV Support Technician.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Customer Service and Support	30%	<ul style="list-style-type: none"> Respond to incoming support tickets, calls, and emails from end-users promptly and professionally. Provide timely and efficient resolution of customer queries and complaints related to AV/IT equipment and services. Prepare, or arrange the preparation of, notices on the GSB digital signage infrastructure. Escalate complex issues to appropriate teams and follow up to ensure timely resolution. Identify opportunities for service improvement and share feedback with the team and cross-functional teams. Empower and/or train customers so that they can make more efficient use of the AV/IT services available to them. 	<ul style="list-style-type: none"> The average response time to customer support requests is thirty (30) minutes. Feedback surveys indicate that customer satisfaction is consistently above 90%. Signage on the GSB digital signage infrastructure successfully informs and guides visitors. Complex support queries are resolved within 24 hours at least 80% of the time. Initiative and attention to detail resulted in tangible improvements to processes or technology. Examples show opportunities to educate customers on the use of AV/IT services.
2	Design, maintain, and monitor AV/IT systems	30%	<ul style="list-style-type: none"> Plan and schedule the installation of new or modified hardware, operating systems, and/or applications in the GSB AV/IT infrastructure, or personally build small to medium solutions. Manage relationships with contractors and ensure that work is carried out according to standards and schedule. Sign work off once completed 100% and arrange payment, where necessary. Conduct regular system audits to identify and resolve technical issues. Perform routine maintenance activities to ensure that AV/IT systems are up-to-date, secure, and reliable. Ensure that maintenance activities are well-documented and comply with relevant policies and procedures. 	<ul style="list-style-type: none"> All work is planned well in advance, completed personally, or coordinated with other teams, and logged in the ticket management system. Contractors are held to a high standard of delivery and paid according to UCT schedule where appropriate. Technical issues are identified and resolved quickly, minimizing the impact on users, and preventing system failures. AV/IT systems are up-to-date, secure, and reliable, minimizing downtime and ensuring 90% availability. All systems documentation is in order and readily available, providing a clear audit trail for compliance purposes.

3	Team Management and Supervision	20%	<ul style="list-style-type: none"> • Manage team resources including scheduling, performance, and availability. • Receive, interpret, and share the weekly function pack, as well as periodic changes to the schedule, to ensure the appropriate support requirements for each event or venue. • Delegate tasks and responsibilities effectively to ensure balanced workload and meet project deadlines. • Monitor the quality of work done by the team. • Collect and analyse usage and performance statistics. • Keep customers informed of developments and problems that affect them through clear, concise communication. • Set and document technical standards, in consultation with peers and leadership. • Rigorously apply design policies, principles, and practices in the delivery of services. • Develop and provide expert technical training to team members. • Provide clear direction and guidance to junior team members to ensure high levels of productivity and quality work. • Regularly provide feedback and coaching to team members to improve their skills and performance. • Act as 2IC when required. 	<ul style="list-style-type: none"> • Requirements for all requests are clarified and well understood by all stakeholders, documented in the ticket management system, and fulfilled according to the agreed-upon standard, on average 90% of the time. • Venues are prepared in advance and users are supported at least 20 minutes before the start of their sessions, on average 95% of the time. • Work is shared within the team to ensure high customer satisfaction and projects are on track. • On average, the team achieves at least a 90% satisfaction score. • The team has a clear indication of demand and their performance against set standards. • Customers are always kept informed via the ticket management system. • Team members understand the standards of work. • Team members is clear about their performance against set standards. • Team members are kept in the loop about new developments. • Team members feel well supported and cared for. • Team members feel confident in their progress and eager to learn. • 2IC roles are fulfilled as per agreement.
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4	Continual learning, Communication, and Relationship management	20%	<ul style="list-style-type: none"> • Attend training identified by the line manager or university within the specified timeframe. • Pursue self-development and engage in activities that promote learning and growth. • Keep up to date with the technologies and industry trends in audio-visual and ICT, in particular hybrid teaching and collaboration, such as conferencing. • Be proficient at the use of the various systems required to fulfil all duties. • Contribute to a comprehensive knowledge base to improve the handling of common customer queries. • Engage with GSB and UCT communiqué and raise any touchpoints that may affect the service delivery of the team. • Adhere to the team's standard operating procedures and participate in critical analyses when updates may be required. • Submit overtime and standby forms on time where relevant. • Contribute to team spirit and attend all team meetings. • Maintain a high level of professionalism and communication with clients, stakeholders, and team members, demonstrating empathy and active listening during interactions. • Update the ticket management system with a careful record of all work and current job status. Reassign work as required when absence from the office is expected. 	<ul style="list-style-type: none"> • All training activities were attended, and where necessary, exams were passed within the agreed times. • Specific examples show how personal development improved the incumbent's contribution. • Specific examples illustrate the gaining of industry-specific knowledge. • All task-specific systems are well understood and used appropriately. • Specific examples illustrate additions or edits to the team's knowledge base. • UCT and GSB communiqué is read and understood. • Standard operating procedures are always adhered to. • Overtime and other required HR documentation are submitted on time. • The team morale and interpersonal relationships are indicative of a cohesive team. • Customer-, stakeholder-, and colleague feedback illustrates an appreciation of the individual's level of professionalism. • The ticket management system shows an accurate reflection of the individual's work status and progress.
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MINIMUM REQUIREMENTS

Minimum qualifications	NQF7 or equivalent technical qualification			
Minimum experience (type and years)	<ul style="list-style-type: none"> 4 years' experience in an audio-visual environment where hybrid conferences are common. 3 years' experience in a supervisory role, preferably in an audio-visual environment. 			
Skills	<ul style="list-style-type: none"> Excellent working knowledge of the use of common AV and ICT hardware and software applications. Excellent written and spoken communication skills. Excellent problem-solving skills in Microsoft Windows and Apple Mac operating systems, Microsoft 365 applications, and Video conferencing systems, such as Microsoft Teams and Zoom. 			
Knowledge	<ul style="list-style-type: none"> Audio-visual equipment setup and configuration. Sound and lighting setup and configuration. Podcast and streaming setup. 			
Professional registration or license requirements	None			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	Honesty and integrity in the handling of customer information (data integrity). Experience in working in a small AV/IT team where roles are often intertwined and where team members are expected to step up to ensure the overall effectiveness of the team.			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / problem solving	2	Coaching and development	2
	Professional knowledge and skill	2	Stress tolerance	2
	University awareness	2	Creativity and innovation	2
	Teamwork / collaboration	2	Client service and support	2
	Communication	2		




SCOPE OF RESPONSIBILITY

Functions responsible for	As assigned per AV/IT discipline
Amount and kind of supervision received	The incumbent is expected to be self-motivated, self-directed, and show initiative. Minimum supervision of time management and task prioritization should be required.
Amount and kind of supervision exercised	Supervision of technology solutions and related UCT vendor resources with the purpose of overseeing technical work efforts and verifying their work product.
Decisions which can be made	Operational decisions for which standard processes and procedures are in place and prior agreement or assignment was established.
Decisions which must be referred	Contractual, financial, architecture, risk and resource allocation and changes not catered for in any pre-approved process, architecture/project scope definitions and data/information dissemination or sharing (including to internal UCT Resources).

CONTACTS AND RELATIONSHIPS

Internal to UCT	All GSB colleagues, ICTS Departments and Management, ICTS Projects Office, and other AV/IT units on campus.
External to UCT	Hotel and conference centre staff and clients, Suppliers and service providers, other universities in South Africa and abroad, as well as legal entities when required (SAPS, etc.)

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder	VACANT	N/A	N/A	N/A
Direct Line Manager/Supervisor	Willie du Plooy			
Area Line Manager	Willie du Plooy			
HOD	Willie du Plooy		021 650 7522	2023/07/21
Dean / ED	Catherine Duggan			31/07/2023
HR Business Partner	Lucille van Eeden			31.07.23