ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: **Network Audio Visual Engineer**

Reports to: **Infrastructure Manager**

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Main purpose of the job

Working effectively as part of a team across the ROH Group, and working to priorities set by both IT and Film and Broadcast, the Network AV Engineer is responsible for:

i)   Installing and operating visual, sound and broadcasting equipment and networks at ROH and partner facilities
ii) expanding, maintaining and optimising the ROH network and improving security following best industry standards
iii) providing high quality user support following ITIL processes and department procedures
iv) Engaging effectively with ROH Film & Broadcast teams in the design and delivery of AV solutions to meet business needs
v)   problem, incident and knowledge management
vi) Maintaining accurate records in the service desk and knowledge database
vii) Responsible for the configuration, operation, and maintenance of the encoders for all live events.

Main Responsibilities

Technology Projects and Maintenance

- Install and configure network and security monitoring systems to allow troubleshooting, performance monitoring/tuning and threats detection
- Install, configure, and maintain AV/LAN/WAN network equipment including, switches, routers, firewalls, and wireless controllers
- Maintain network components, switches, and servers, ensuring security processes and protocols are implemented
- When there is no known resolution in the knowledge database, escalate the problem to 3rd line support providing detailed information on the problem or incident ensuring all avenues for resolution have been explored
- Effectively record, manage and implement pre-authorised and CAB approved changes
- Liaise directly with suppliers, contracted service support and external consultants to find resolutions to problems and support project delivery

- Attend internal and external system meetings when required representing the Technology function
- Engage in and support technology projects as required.

Support for Events

- Work to the schedule of notified events for Film and Broadcast and manage related requirements :
  o Carry out safety checks on AV equipment for organisations or venues
  o Manage equipment bookings
  o Operate equipment during rehearsals, performances and events
- Work together as a multi-disciplinary team for all event requirements
- Work to event timelines and venues as required, which may include working evenings and weekends
- Train other designated team members in how to use AV equipment as required

User Support

- Develop and maintain up to date knowledge of all ROH user groups and an overall good understanding of systems and infrastructure and department procedures including Health and Safety procedures
- Adhere to department procedures, policies and business processes and work to given priorities
- Working effectively as part of a team, respond to user support requests, record problems or incidents and seek to assist users and resolve problems within agreed service levels.
- Enable users to be effective, secure and safe in their use of the computers systems
- Enable users to get the best value from the systems they use through education, one to one support in person and on the phone
- Provide excellent communication to users on the status, progress and resolution of the support request

Continuous Improvement

- Keep up to date on new developments, products and services in Cloud infrastructure, network technology, compliance and best practice
- Manage own learning and continuous professional development relevant to the role; undertake any study or qualifications as required
- Uphold ROH values and behaviours: Treat each other with Respect | Be Open | Value the Highest Standards
- Contribute to projects and initiatives to support the ROH's sustainability and environmental performance
- Contribute to a culture of innovation and continuous improvement

Key performance indicators

- Delivery of a high quality service to clients and with reference to agreed timescales, SLAs and to service scheduled events
- Demonstrate a good standard of skills and knowledge of ROH systems, networks and department procedures
- Accurate recording of problems, incidents and resolutions
- Effective team working and sharing of information
- Effective communication and relationship management

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Network A/V Skills and Experience
- Experience in the use of Audio-visual technologies, storage, networking protocols, virtualization and connectivity in multi-platform enterprise environments
- Understanding of Audio and Video compression and distribution
- Knowledge of MPEG Transport Streams and other encoding profiles
- Knowledge of IP based networks, network security, and information security standards and procedures with understanding of:
  - Hardware maintenance and technical build
  - Server infrastructure
  - An understanding of the principles of networking and internet technologies
- General networking skills (ideally CCNA qualified)
- Knowledge of media production and communication
- Broadcasting and telecommunications knowledge

Technology Experience
- Experience of working in a service delivery role and good knowledge of the ITIL Framework
- Good knowledge of technical solutions for common technical problems
- Experience with NAC, IDS/IPS and other security solutions
- Previous experience of installing, configuring, maintaining, monitoring and troubleshooting of network hardware and software
- Experience of effectively maintaining and developing IT documentation

Analytical Skills
- Well-developed analytical and investigative skills
- Ability to think laterally and contribute to problem solving
- Ability to work with performance analysis and optimization data
- Good organisation skills with a systematic approach
- Ability to manage your time to deliver to agreed timescales your activity for agreed projects
- A passion for the detail and appreciation of the craft of your profession
- Ability to consider the user-needs and customer centricity of all development work

People Skills
- Strong written and verbal communication skills
- Able to maintain positive relations with all user groups and stakeholders
- Experience of working successfully with cross discipline teams
- Ability to work collaboratively and flexibly in a team environment
- An interest in the arts and cultural sector

Continuous Improvement
- Commitment to delivering a high-quality service and high standard of work
- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.