



## \Role Description

### Digital Delivery and AV Support Technician

#### Section 1 – Description

**Role Title:** Digital Delivery and AV Support Technician

**Location:** 232–242 St Vincent Street, Glasgow

**Reports to:** ICT Manager or Digital Learning Manager

**Date:** April 2025

**Hours:** Freelance (as and when required)

#### Section 2 – Role Purpose

The post holder will be a technically proficient individual working together with our Digital Learning and ICT/Audio Visual (AV) teams providing crucial support for the delivery of our growing portfolio of digital and hybrid events. This is a flexible opportunity for individuals with experience in online event production, streaming, and AV support to contribute to the success of our virtual and blended events on an as-needed basis. The post holder will be responsible for the technical setup, operation, and troubleshooting of various platforms and equipment, ensuring a seamless and engaging experience for our attendees.

#### Section 3 – Main Responsibilities and Role:

Digital delivery and AV Support Technician will provide support in relation to:

- Platform management and production:
  - Set up, manage, and moderate online event platforms including Adobe Connect, Microsoft Teams, and BigBlueButton
  - Manage participant access, breakout rooms, polling, Q&A, chat functions, and other interactive features within the platforms
  - Ensure smooth flow and technical quality of presentations and content delivery
  - Provide technical support to presenters and attendees during live events
  - Troubleshoot technical issues promptly and effectively
- Live streaming:
  - Set up and operate live streaming software such as OBS Studio and XSplit Broadcaster (or similar)
  - Configure and manage streaming connections to platforms like YouTube and Vimeo
  - Monitor stream health, audio levels, and video quality during live broadcasts
  - Implement graphics, lower thirds, and other visual elements as required



- AV support for hybrid events:
  - Assist with the setup and operation of on-site AV equipment including microphones, speakers, projectors, cameras, and lighting
  - Ensure seamless integration of on-site AV with the online event platforms
  - Provide basic troubleshooting for AV issues during hybrid events
  - Liaise with external AV providers as necessary
- Pre- and post-event support:
  - Assist with pre-event technical checks and rehearsals with presenters
  - Prepare and organise digital assets for events
  - Potentially assist with post-event tasks such as recording archiving and basic editing

#### **Section 4 – Knowledge, Experience, and Skill Set Required**

Required:

- Proven experience in supporting and producing live digital events using platforms such as Adobe Connect, Microsoft Teams, and/or BigBlueButton
- Demonstrable experience with live streaming software (e.g. OBS Studio, XSplit Broadcaster) and streaming platforms (e.g. YouTube, Vimeo)
- A strong understanding of AV principles and experience with basic AV equipment setup and operation (e.g. projectors, PA Systems, sound mixing decks, video and voice conferencing)
- Proficient in the use of Microsoft PowerPoint or other presentation applications
- Excellent technical troubleshooting skills and the ability to remain calm under pressure
- Strong communication and interpersonal skills, with the ability to explain technical concepts to non-technical audiences clearly
- Excellent organisational skills and attention to detail
- Ability to work independently and as part of a team
- Proficiency in using computers and various software applications
- Adept at prioritising problem-solving activities based on impact on live event delivery
- Flexibility to work on an ad-hoc basis, including occasional evenings and weekends as required by the event schedule

Desirable:

- Experience with video editing software
- Familiarity with accessibility standards for digital events
- Knowledge of other webinar or virtual event platforms
- Experience in a similar relief/bank staff role
- Knowledge of AMX control systems