

Human Resource and Talent Management Section



University of Seychelles

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INFORMATION TECHNOLOGY SECTION

Post title:	Manager (AV Services)
Reports to:	Director of IT
Academic qualification:	<ul style="list-style-type: none">• Bachelor's degree in Audio-Visual Technology, Media Production, Information Technology, or related field• Professional certifications in AV technologies.
Professional experience:	<ul style="list-style-type: none">• Minimum of 5 years experience in managing AV systems, facilities, or services in an educational or corporate environment.• Strong knowledge of AV hardware and software, digital media systems, video conferencing platforms, and lecture capture solutions.• Experience in AV system design, installation, maintenance, and troubleshooting.• Experience managing AV-related budgets, procurement, and vendor contracts.• Familiarity with hybrid/online learning platforms and live event production.
Additional Criteria (Skills & knowledge)	<ul style="list-style-type: none">• Strong leadership and team management skills.• Excellent communication and interpersonal abilities.• Proven project management and organisational skills.• Ability to prioritise and meet deadlines under pressure.• Technical problem-solving and innovation mindset.• Strong budgeting and resource allocation skills.

Job Purpose

The Manager of AV Services is responsible for leading and managing the University's audio-visual infrastructure and services. This includes ensuring high-quality AV support for teaching, learning, research, conferences, and events across all University campuses. The role ensures that AV systems are reliable, innovative, and aligned with the University's academic and operational objectives.

A flexible approach to work is required, as the role may include after-hours and weekend support for events and teaching.

Main Duties and Responsibilities

The role entails the following responsibilities:

1. Oversee the design, implementation, and maintenance of all AV systems across campuses.
2. Manage daily AV operations, including classrooms, lecture theatres, conference spaces, and hybrid learning environments.
3. Ensure timely AV support for teaching, events, and University functions.
4. Lead the planning and delivery of AV projects, including upgrades, new installations, and system integrations.
5. Evaluate AV services against established goals and user needs, ensuring continuous improvement.
6. Provide training and guidance to staff and faculty on effective use of AV technologies.
7. Develop AV policies, standards, and procedures to ensure consistent and secure operations.
8. Monitor system performance, resolve technical issues, and ensure optimal system uptime.
9. Maintain vendor relationships and oversee procurement of AV equipment and services.
10. Manage the AV budget, including planning, expenditure, and reporting.
11. Collaborate with IT and academic staff to ensure AV solutions support online and hybrid teaching.
12. Ensure compliance with health and safety standards in AV operations.
13. **Applies and ensures:**
 - a) Application of health and safety requirements in the workplace.
 - b) Development and implementation of security procedures;
 - a) Regular security audits are conducted to identify potential vulnerabilities and risks;
 - b) Management of access controls to ensure that only authorized users have access to sensitive data;
 - c) Provision of training and education to staff and students on best practices for maintaining network security.

Staff Management

1. Recruit, train, and supervise AV technical staff.

2. Conduct performance evaluations and support professional development.
3. Ensure team members understand roles, responsibilities, and performance expectations.
4. Foster a collaborative and customer-focused team culture.

Other Duties

1. Maintain accurate records of AV systems, services, and usage.
2. Develop and monitor KPIs for AV services and report to the Director of IT.
3. Contribute to quality assurance, evaluation, and review of AV-enabled learning.
4. Undertake any other duties in line with the role and the needs of the University.

Professional Development

1. Being responsible for continuing self-initiated professional development
2. Participates in University staff development initiatives
3. Attends training programmes as identified and agreed for appropriate development

Expectations of all staff

Professional standards

All staff employed by the University are expected to exhibit high professional standards which promote and demonstrate the University's core values of Excellence, People Focused, Partnership Working, Fairness and Integrity.

Equal opportunities

All staff are expected to understand and enact the University's commitment to ensuring equality and diversity in all activities.

Dignity at work

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect.

The University is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Health and Safety

The arrangements for meeting the University's health and safety objectives are contained in the UniSey's Health and Safety Policy. This includes the responsibilities of key staff and procedures covering the main activities of the University. All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

Dress code

The University does not operate a formal dress code for its employees, other than for those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

Staff Full Name:	Signature:	Date:
Line Manager Full Name:	Signature:	Date: