**fireTech Enablement & Support Team Responsibilities/Technology Stacks**

**Standard Support**

Provides all 1st line/ 2nd line support functions for standard usage of all IT & Audio Visual equipment, software and services supported by DDaT.

Ensures smooth operation of the IT Delivery & Operations Service Desk

Includes 1st line / 2nd line field support for all IT & Audio Visual equipment, software and services supported by DDaT.

Includes provision of Assistive Technology (guidance and support)

**Detailed Responsibilities**

* IT Service Desk (1st & 2nd Line Support)
* AV Service Desk (1st Line)
* Laptop Loan (staff)
* Laptop loan (Events)
* AV equipment loans
* IT/AV Support for General Teaching Areas (1st/2nd Line Support)
* IT Support for General Devices (1st/2nd Line Support)
* Laptop loans for digital inclusion (75 devices)
* IT/AV Support for Standard Office Moves & New Builds
* Deployment of standard end user compute devices
* Annual refresh of standard GTA devices
* Production of self-help guides
* Exam laptop standard configurations
* Lecture Capture (1st/2nd line support)
* Remote Support service
* DDaT Activities for Start of New Academic Year
* Proactive maintenance & replacement of AV equipment
* Hybrid Events and Teaching (1st/2nd line)
* Building Project Consultancy
* Support for University Events (1st line)

**Technology Stack (Standard Support)**

* Topdesk
* Nagios
* BeyondTrust Remote Support
* JISC Online Surveys
* Clearpass
* BluCat network asset management
* Active Directory
* Microsoft Intune
* Jamf
* Microsoft Teams
* Panopto
* M365
* Assisted Hearing induction loop (Loopworks)
* Microphone Transmission Systems (eg DECT/ISM70)
* Lighting management systems e.g. Dali, FMX
* Signal management e.g. EDID & HDCP
* Networked audio e.g. DANTE