

JOB DESCRIPTION

IT/AV SUPPORT ENGINEER – St Paul's School and St Paul's Juniors

Department Information Technology Support Centre (ITSC)

Line Manager Network Manager to the IT Manager

Role

As a member of the ITSC you will assist in the maintenance, support and development of the IT/AV facilities at both schools. You will be responsible for the provision of a first class ICT support services enabling teaching staff to deliver a curriculum which secures excellent outcomes for all pupils and allows the schools support teams to deliver first class services to all its stakeholders. The post-holder is required to be flexible and must be able to operate at many levels. The ability to communicate effectively with users at all levels in an academic environment is essential. Preferably, we are seeking candidates who have a comparable background and experience and can quickly integrate into the role. However, we also encourage individuals with less experience to apply as we are able to provide full training as needed.

General Responsibilities

To provide rapid hands-on help to staff and pupils solving problems with hardware, software and peripherals in support of teaching and learning.

- The primary role of the IT/AV Support Engineer is to provide support for all types of audio/visual equipment within the school. This will involve the setup and maintenance of audio/visual equipment – interactive whiteboards, Touchscreen TV's, data projectors and sound systems - as directed. A significant portion of the work will involve providing support for and rectifying problems on this equipment and there will be an element of routine 'housekeeping' maintenance for these systems.
- Will also be responsible for AV setups for a wide range of events including prize-giving ceremonies, assemblies, visiting speakers, meetings and many other academic and non-academic related events.
- Will be responsible for the digitizing, editing and conversion of all types of multi-media materials, including audio, still images and video. This will include the capture and transcoding of broadcast materials off-air at the request of members of staff.
- Will be responsible for the AV store and for the maintenance and management of all central AV equipment.
- Provide support for the School's Music Technology and Art computers, with particular reference to the production of multimedia content.



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- The Network Manager or IT Manager will give day-to-day tasking, though the IT/AV Support Engineer will be expected to log and respond to requests for assistance from any member of staff.
- All work undertaken is to be recorded and the details of audio/visual equipment are to be entered into a central database including stock control of IT/AV related items.
- To provide one to one or group guidance and assistance to teaching staff or pupils on the use and deployment of hardware and software in support of teaching and learning.
- To effectively prioritise workloads and responsibilities and to provide regular updates on current demands to the Network Manager.

Within the IT Team Duties include

- Respond to Helpdesk requests and log all support calls ensuring that corrective action is taken to rectify reported faults.
- Install new applications and update existing software and operating systems as directed.
- Rectify software problems on machines, and there will be an element of routine 'housekeeping' maintenance required for the desktop computers.
- To provide 1st to 2nd Line Desktop Support to all the school's computers and associated peripherals.
- All work undertaken is to be logged, and the software configuration of each machine recorded in a central database.
- To assist with training members of staff in the use of new software applications as and when required.
- To assist with training members of staff in the use of Touchscreen TV's as and when required.
- Software licence conditions are to be observed, and any requirement for the purchase of extra licences is to be reported to the IT Manager.
- If evidence is discovered of deliberate abuse of school equipment, this is to be logged and the IT Manager informed immediately.

Technical

- Must have good knowledge of the Microsoft Windows Operating Systems and Networking.
- Experience in the administration, deployment, maintenance and configuration of a MDM system would be an advantage.
- Experience of installing and maintaining Digital Signage Systems.
- Desirable to have an understanding of Active Directory Services, user profiles, group policies, and basic systems security.
- Should also be familiar with the most recent versions of Microsoft Office.
- Knowledge of the Apple Macintosh Operating Systems and their integration with Windows Operating Systems would be beneficial.

Skills and qualifications

- Highly organised, excellent communication skills, high attention to detail and a positive proactive attitude (essential).
- Should hold a Microsoft Certified Qualification (desirable).
- Should have good knowledge and experience of working in a Microsoft based network environment (desirable).
- Proficient in the technical support and use of Audio Visual systems (essential).
- Should have experience working in the Education Sector (desirable).
- Will be flexible, able to change as the job requires and adapt to new skills, systems & procedures (essential).
- Should have a professional attitude towards performance and team membership (essential).
- To ensure an excellent customer-focused service to staff and pupils (essential).
- Should possess excellent time management skills (essential).
- Tactful and diplomatic when dealing with sensitive matters (essential).

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description. This may include working at other places other than your normal place of work. There may also be the occasional requirement for evening / weekend work to support the school.

The post holder will also be expected to undergo training as requested, and/or as directed, to fulfil the role effectively.

All staff have a responsibility and duty of care to safeguard and promote the welfare of pupils. Staff must be aware of the systems within the School which support safeguarding and must act in accordance with the School's Safeguarding & Child Protection policy and Code of Conduct. Staff will receive appropriate child protection training which is regularly updated.

Hours of work

During term time, 8:00 to 17:00, Monday to Friday. During school holidays the hours are 8:00 to 16:00.

Holidays

25 days plus the 8 Public/Bank holidays. Holidays should be taken in the School holiday (term dates can be found here: <http://www.stpaulsschool.org.uk/info/term-dates>)

Salary

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St Paul's School
FOUNDED 1509

c£30k per annum, dependent on skills and experience.

Sept 2023