

IT and Media Technician

|  |
| --- |
| Job Description |
| The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |
| Summary of the role | **Job Title:**  IT and Media Technician **Department:** IT **Reporting Line:** IT Support Manager**Hours:** An average of 37 hours per week all year around, including some Saturday mornings during term time on a rota basis when the School is in session. The post-holder will be required to work as necessary to complete the job (subject to the Working Time Regulations 1998) and this will include some flexible hours and occasional evening events.**Role Summary:** To provide high quality Audio Visual and IT support to users across the school  |
|  |  |
| Main duties and responsibilities | * To provide a high quality, comprehensive Audio Visual (AV) function to School users, which meets or exceeds agreed SLAs and conforms to best practice. This will include but is not limited to projectors, screens, radio mics, amplifiers, speakers, lighting and recording equipment. Support will involve installation, configuration, repair and general maintenance, including pro-active and scheduled preventative maintenance.
* To identify, investigate and resolve audio visual problems across the School. Issues may be complex, with varying levels of IT/AV knowledge and understanding from users raising incidents.
* To assist the school’s Creative Content Officer (Marketing) with recording events if necessary.
* To provide technical support to the school radio station.
* To provide support with the encoding and copying of different mediums (IE VHS to DVD conversion for classroom materials).
* To communicate incident information, some of which will be complex, to other members of IT services.
* To assist the IT Support Manager and IT Support Engineers with 1st and 2nd line IT support calls
* To take responsibility for AV issues, ensuring they are progressed to completion, whilst keeping users informed of progress and maintaining customer satisfaction levels.
* To analyse the impact and urgency of incidents and prioritise/escalate as appropriate.
* To minimise disruption to users’ workflow by resolving problems immediately where possible, using own initiative to ensure high levels of customer satisfaction.
* To deal independently with tasks, projects and workload, escalating where appropriate, and manage an unpredictable workload.
* To establish and maintain effective oral and written communications with users of the audio visual service. To inform customers and users, both at an individual call status level and at School level, of service expectations.
* To ensure that users using the School’s audio visual systems do so using best practice, adhering to School policies, procedures and guidelines.
* To obtain and maintain a high level of understanding of all the School’s audio visual systems, to enable fast fault diagnosis and high fix rates.
* To plan and prioritise workloads to meet user, team and departmental needs and SLAs.
* To lift and move deliveries of equipment as needed.
* To keep up-to-date with policies, legislation and technology changes that affect AV services.
* To undertake other duties as may be reasonably requested by the IT Support Manager or Director of IT
 |

You may also be required to undertake such other comparable duties as the Trust requires from time to time.

|  |
| --- |
| Person Specification – IT and Media Technician |
| The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |
|  | **Essential**These are qualities without which the Applicant could not be appointed | **Desirable**These are extra qualities which can be used to choose between applicants who meet all of the essential criteria | **Method of assessment** |
| **Qualifications** | Good general standard of education | Relevant IT/AV qualifications | *Certificates* |
| **Experience** | Experience of setting up, managing and disassembling audio visual installationsExperience with auditorium and meeting space AV technologiesExperienced in providing support in both a Windows and Mac OS environment Experience and understanding of broadcast and broadcast engineering equipment. Including video switching, keying, playout, graphics creation, camera operation, signal conversion and encoding formatsExperience with A/V over CAT5/6 in various implementation | Experience of lighting set up and providing a high level of support in a live event environment.Experience of theatre based AV using lighting and digital audio consoles. Experience of implementation of a digital signage solution across a large site.AMX system integration hardwareExperience using NewTek Tricaster. | *Application form and references* |
| **Skills and Knowledge** | Excellent computer literacy skillsStrong communication skills (verbal and written) |  | *Application form, Interview and references* |
| **Personal competencies and qualities** | Effective, confident communicator with good interpersonal and customer service skillsAbility to liaise with and communicate complex AV issues to staff at all levelsAble to remain calm and maintain quality of work if under pressureAble to work as part of a teamSelf-motivated, with the ability to work individually and use initiative, whilst recognising when to seek help when necessaryAbility to cope with a changing workload, prioritise work and focus on multiple tasksAble to undertake challenging assignments with a positive, ‘can do’ attitudeWillingness to enhance existing skills, develop new ones and attend training |  |  |