



Shrewsbury School

JOB DESCRIPTION and PERSON SPECIFICATION

AV TECHNICIAN

Section:	IT Department (Support Staff)	Salary Range:	£12,888pa to £15,343pa (dependent upon qualifications and experience)
Responsible to:	Director of IT	Annual Leave:	5 weeks paid holiday
Status of position:	Permanent	Hours of Work:	40 hours per week (term-time plus 3 additional weeks)

I. INTRODUCTION

Shrewsbury School is an independent boarding school, committed to the highest standards of education. Its vision is to be the best independent boarding school north of the Thames Valley, and to be comparable with the best in the United Kingdom in terms of breadth, depth and quality of achievement.

The School is a registered charity with a number of wholly owned trading companies. The School is overseen by a Governing Body, which has up to 19 members. The Governing Body and its Committees meet once a term.

IT Department

The IT faculty provides a service to all staff in providing technical/IT support for IT equipment and infrastructure throughout the School. The School has introduced a BYOD policy for pupils and teaching staff, which has significantly increased the tasks of the IT Department.

The AV Technician is a member of the support staff at the school, and will be expected to supervise and develop AV systems in liaison with the Director of IT as well as contributing to the overall continued growth of IT throughout the School.

2. MAIN PURPOSE OF ROLE

The AV Technician will be required to carry out general AV support duties within the department and be the first point of contact on the helpdesk.

3. LEVEL OF POSITION

The AV Technician will be directly responsible to the Director of IT who is responsible for day-to-day Line Management responsibility to include appraisal, training and development and health and safety.

4. DUTIES AND RESPONSIBILITIES

The duties and responsibilities below are illustrative duties. The position holder will be expected to become involved in a range of work, on occasions that may not be illustrated below.

Main Responsibilities:

Support Request Management

- Be the first point of contact for the helpdesk via telephone queries.
- Record accurately support requests, outcomes and time taken in the helpdesk system.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Maintain the departmental/pupil recharge spreadsheet and ensure new items are added in a timely manner.

Audio Visual support

- Be the first point of contact for AV requests.
- Organise AV equipment for presentations, lectures etc; delegating responsibilities to other IT team members as appropriate. Some of these events may be early morning, evening or weekends.
- Pro-actively review and maintain school AV equipment.
- Assist with supporting TV and satellite equipment.
- Keep a stock of AV consumable equipment to enable minimum disruption to T&L.
- Set and assistance with MFL Public, internal and trial examinations.
- Assist with SANAKO maintenance and upgrades.

Health & Safety

- Carry out basic safety checks.
- Follow relevant health and safety procedures and raise awareness among staff, pupils and other users.

Continuity, Maintenance & Security

- Follow routine maintenance procedures.
- Follow school backup, virus protection and security procedures.

Internal Support Arrangements & External Contracts

- Work to the school's support service level.
- Communicate effectively with third party suppliers.
- Escalate contract/warranty issues appropriately.

Planning

- Identify possible ICT requirements and solutions.

Team Responsibilities

- Work as part of a team and adopt flexible working practices.

Personal ICT development

- Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities.
- Proactively keep abreast of major IT developments.

Communications

- Support staff and pupils in the use of ICT resources through direct interaction and by producing simple help sheets.

Educational Awareness

- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts.

Competencies Required

Shrewsbury School runs a Server 2012 virtualised network of approximately 650 PCs, iMacs and laptops supporting 1100+ users. The standard operating platform is Windows 10 and MS Office 2013. The successful applicant should ideally have at least 1 years' experience in an IT/AV based position.

CONTACTS

In all contacts the successful applicant will be required to be a good ambassador for Shrewsbury School as well as maintain constructive relationships.

5. TERMS AND CONDITIONS

❖ **Salary:** Full-time equivalent salary £16,800pa to £20,000pa pro-rata, actual pro-rata salary will be in the region of £12,888pa to £15,343pa and will be dependent upon qualifications and experience.

❖ **Hours:** This is a full-time position based on normal working hours of 40 per week, Monday to Friday (one hour lunch) working as stated below.

• Number of weeks required to work during the term	32
• Additional weeks at the end/or beginning of each term	3
• Annual Leave Entitlement (pro-rata)	5
• Total number of weeks payable	<u>40</u>

The successful person must be able to show a degree of flexibility as he/she will be required to work outside these hours for the business need of the School.

❖ **Holidays:** Annual leave entitlement is 5 weeks pro-rata, which is incorporated within your normal paid working year (see above), therefore you receive payment for this entitlement in your pay. Please note that you are not permitted, unless prior approval has been given, to take any leave during term-time. Please note that it will be necessary to work on Public Holidays which fall within term-time.

❖ **Pension:** All support employees will be eligible to join Shrewsbury School's Pension Scheme (employee contributions up to 1-5%, employer up to 2-7.5%) subject to auto-enrolment Regulations.

❖ **Sickness Leave:** You will automatically join the contractual sickness scheme after the first six months of employment. In the event of sickness, you will receive 6 weeks at full pay and 6 weeks at half pay and thereafter Statutory Sick Pay.

❖ **DBS Certificate:** You will be expected to have an up-to-date DBS Certificate and we shall request one upon appointment and every 3 years thereafter.

❖ **Other benefits:**

- You will be able to enjoy the benefit of a free school lunch at Kingsland Hall when the kitchens are in operation.
- All employees are automatically covered by Shrewsbury School's Death-In-Service Insurance Benefit (2 x salary).
- You will be able to use the school sports facilities, when not otherwise in use.



Shrewsbury School

Person Specification AV TECHNICIAN

A = Application form, D = Documents, I = Interview, P = Presentation, T = Test/Exercise

Description	Essential	Desirable	Method used
Qualifications			
A good standard of education, educated to at least A level.		✓	A / D
IT related qualification (e.g. NVQ, ECDL etc.)		✓	A / D
Evidence of continued personal professional development.		✓	A / D
Work Experience			
At least 1 years' experience working in an IT/AV position.	✓		A / I
Previous experience of working in an educational environment would be an advantage.		✓	A / I
Experience of working with digital signage/Estream.		✓	A / I
Must have good all round IT experience.	✓		A / I / T
Excellent office management experience.	✓		A / D / I
Must be able to interpret data and information requests from stakeholders and present them in a simple, readily understandable manner.	✓		I / D
Strong analytical and problem solving skills.	✓		A / D
Personal Attributes			
Able to develop and maintain strong and credible relationships with a variety of stakeholders.	✓		D / I
Enthusiasm for working with people of all ages.	✓		A / D / I
A generator of ideas, self-starter, ability to work on own initiative and be relied upon to make things happen.	✓		A / D
Must be accurate neat and well organised.	✓		A / D

Description		Essential	Desirable	Method used
	First class interpersonal, presentation and communication skills.	✓		I
	The ability to be an effective team player.	✓		D/ I
	Ability to self-organise, set and meet deadlines while working under pressure within a team with minimal supervision.	✓		D / I
	Must have a can-do attitude and commitment to continuous improvements.	✓		A/ D/ I
	Good time management skills.	✓		I / D
	Proven ability to be able to work successfully, independently and autonomously.	✓		I / D
	Must be able to project manage and problem solve.	✓		I / D
	Logical and methodical thinker.	✓		I/ D
	Other / Special Working conditions			
	Some out of hours and weekend work may be required. Therefore the successful applicant must be willing to work additional hours to suit the business needs of the School.	✓		A/ D/ I