

## **Steyning Grammar School Job Description**

**Title:** AV and IT Technician

**Responsible to:** Network Manager

**Dept:** IT Technicians

**Grade:** 4

### **Purpose of the Job**

To assist and support learning by co-ordinating the use of practical resources and facilities, providing technical advice, support and assistance.

In addition to support the Network Manager in providing technical advice, maintenance and repairs of the computer network, ensuring high standards of service delivery are achieved.

### **Responsibilities**

#### **AV Duties:**

- Provide support for shows including performance management of live sound and lighting.
- Conduct sound, visual and performance quality checks on AV equipment.
- Provide training to staff on music technology when required.
- Set up and install media equipment.
- Record and run performance exams and productions e.g. A Level Drama and school shows.
- To develop, maintain and administer the Media Resources and to ensure the school has evidence for exam boards on relevant media, e.g. A level drama performances and exam candidate information.
- To trouble shoot and problem solve equipment malfunctions in a timely manner.
- To work flexibly to support out of school hours events and lettings.
- To be responsible for health and safety within the working area and report any concerns to the Network Manager.

#### **IT Duties:**

- To assist in maintaining the school's hardware to include all network infrastructure / servers / workstations / mobile devices / classroom AV equipment / printers and teachingaides.
- To provide technical support, answering support queries in person or by telephone and email.
- To detect, diagnose and resolve PC/tablet, printer and peripheral device faults.
- To install and upgrade software applications.
- To identify threats to information security and suggest and implement resolutions in conjunction with other colleagues in the ICT team.

- To maintain user accounts in Active Directory (e.g. changing passwords, disabling leavers).
- To take ownership of user problems and be pro-active throughout the troubleshooting process.
- To keep abreast of current technologies.
- To implement the school's network and internet security policies.
- To providing training and troubleshooting advice to students and staff on operation of IT equipment.
- To support the Network Manager and Senior Technician with the maintenance and development of the IT network.

#### **Other responsibilities:**

**Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request, from the Headteacher or their line manager, to undertake work of a similar level that is not specified in this job description.**

*This job description is not necessarily a comprehensive definition of the post. It will be reviewed at intervals of about one year and may be subject to modification or amendment any time after consultation with the holder of the post.*

***All post holders share responsibility for safeguarding and promoting the welfare of children.***

**Mrs Nat Nicol  
Associate Headteacher  
September 2021**

**Person Specification: AV and IT Technician**  
(E = Essential D = Desirable)

<b>Qualifications:</b>	
Qualified to NVQ 3 or equivalent	E
Full current driving licence	E
Pat testing qualification	D
Evidence of Microsoft training and/or qualifications	D
Driving license and own car to commute between school sites	E
<b>Knowledge:</b>	
Strong working knowledge of Windows operating systems including Windows 10 and Server 2012, 2016 and 2019	E
Knowledge of WSUS and MDT	E
Strong working knowledge of Microsoft Office packages up to and including Office 2019	E
Strong working knowledge of Microsoft Active Directory 2016 and Group policy	E
Strong understanding of network infrastructures and wireless networks	E
Strong knowledge of Apple and Android mobile devices and their use in a school environment. Previous experience with Apple Configurator	E
Strong knowledge of Microsoft Office 365, Google Workspace for Education and Apple School Manager	E
Knowledge of PowerShell to administer Active Directory and Office 365	D
Knowledge of Microsoft Hyper-V	D
Knowledge of SIMS, FMS, Discover	D
Knowledge of GAM to administer Google G-Suite	D
Knowledge of Apple and G-Suite Mobile Device Management (MDM)	D
Knowledge of Microsoft Remote Desktop and Remote Desktop Server 2019	D
Knowledge of content filtering on the Fortigate firewall	D
Knowledge of filming, light and sound mixing techniques	E
<b>Skills:</b>	
Ability to prioritise own work load	E
Ability to maintain a high degree of customer service and communicate effectively with staff and students	E

Excellent communication skills and interpersonal skills	E
Excellent technical knowledge and trouble shooting skills	E
Experience:	
Experience installing software packages	E
Experience of setting up and maintaining a variety of networked hardware – PCs, printers, laptops, etc	E
Experience of working in a school or similar environment	D
Experience of dealing with young people in a work setting	D
Experience of working under pressure in a busy environment	D
Values:	
Able to work under pressure	E
Flexible	E
Safeguarding:	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people <b>All postholders' share responsibility for safeguarding and promoting the welfare of children</b>	E

*Please note:*

*In addition to candidates' ability to perform the duties of the above post, the interview (if successfully shortlisted) will also explore issues relating to safeguarding and promoting the welfare of children.*