

JOB DESCRIPTION

Post: Events Technician w/ 1st line technical support

Responsible To: IT Network Manager

Overall Responsibilities

The prime function of the post holder is to provide AV and IT support across all 'event' locations for the school and Multi Academy Trust. The post holder will have the opportunity to work with external and internal presenters/speakers on a vast variety of topics. In conjunction with the events support the post holder will work alongside the IT support team to provide first line technical support for all students and staff.

Your role will include:

Events support

- To work alongside the IT Network Manager to assist with the organisation and planning of technical support for internal and external events where needed.
- To provide technical support (Audio, Visual and lighting).
- To maintain school AV equipment (including bulb replacement, filter cleaning and repairs where safe to do so)
- To provide assistance with Live Streaming via the schools YouTube Channel and other means where appropriate
- Carry out visual checks for obvious faults with AV and IT equipment, record faults and find solutions
- Assist staff to set up assemblies and presentations in the halls where required
- Maintaining a good and up-to-date working knowledge of the latest technologies in your field
- Complying with health and safety regulations and procedures
- Ensuring equipment is carefully stored and well organised
- Ensure your work area is safe and clean.

IT support

- To support the schools 1:1 scheme and vision.
- Assist staff and students with their IT related problems and answer their questions.
- Maintain a knowledge base of procedures and solutions for commonly reported faults.
- To assist the team with the maintenance and management of IT resources in school in accordance with your role.
- To check and respond to jobs logged on the helpdesk.
- To update stock control records and place orders when directed.
- Clean equipment and work benches where necessary.
- Assist the IT administrator to keep track of IT equipment.
- Ensuring the security of IT premises eg: Computer Suites, Comms rooms/cabinets and Office accommodation.

This is not an exhaustive list. At times you may be required to carry out additional duties as requested by the IT Network Manager.

Person Specification

- Proven experience of providing AV support is essential
- The majority of events will be outside of school hours so a flexible approach to work will be essential
- An IT qualification such as IT and Telecoms for professionals Level 3 or relative work experience would be desirable
- Knowledge of current Windows systems is desirable
- Ability to work well as part of a team.
- Good communication and interpersonal skills
- Ability to meet deadlines and manage stress effectively in high-pressure situations
- A strong sense of discretion and confidentiality is required at all times
- Punctuality is essential

The school is committed to safeguarding and promoting the welfare of children and young people and expects staff to share this commitment.