

<b>Job Description</b>	
<b>Job Title:</b>	Audio Visual & Digital Services Technician
<b>Department:</b>	IT Services
<b>Line Manager:</b>	Audio Visual & Digital Services Engineer
<b>Job Purpose:</b>	
<p>With guidance from Audio Visual &amp; Digital Services Manager and the Audio Visual &amp; Digital Services Engineer provide audio visual and IT support to the staff and pupils at George Watson's College. This support takes various forms, e.g. providing sound, lighting and video production for major school events, drama department or music productions, arranging support for internal/remote meetings, and preparing videos for promotion of events for parents and the wider Watson's community.</p> <p>Support projects and events to meet the strategic and operational requirements, maintaining a high level of quality and ensuring safety standards are met in line with finance, health and safety and human resources expectations.</p> <p>Working with the Audio Vision and Digital Services team to carry out a range of installation works. This includes installing CCTV cameras, network cabling, classroom interactive screens, wireless access points, sound systems, projectors and large TV screens.</p>	
<b>Main Responsibilities:</b>	
1	<p><b>Event Support</b></p> <p>Assists the Audio Visual and Digital Services Manager and Audio Visual and Digital Services Engineer with the delivery of internal and external events, liaising with clients, planning support and arranging for equipment and hire where required, often for large-scale events. -i.e. senior school drama productions will involve pre-production meetings to ensure all technical elements are covered; how many mics are required, what sound effects may be required, complex lighting programming requirements, scene-by-scene sound and lighting desk programming.</p> <p>Capture video footage using professional-grade cameras and equipment during events. Where required, edit videos to enhance the content, including trimming, cropping, adding transitions, and applying visual effects.</p>
2	<p><b>Helpdesk</b></p> <p>Support level 1 and level 2 IT helpdesk requests; BYOD, network issues, wireless access issues and general IT-related queries.</p> <p>Deal with a wide range of internal and external customer enquiries and requests e.g. teachers, pupils, departments, WLT and external users requiring AV support.</p>

3	<p><b>Preventative Maintenance &amp; Project Delivery</b></p> <p>Implementation of AV repairs and maintenance throughout the campus each year and ensure the installation schedule is kept updated.</p> <p>Carrying out system administration of AV systems and maintaining AV equipment across the school to ensure the technology remains current and fully operational under the guidance of the AV &amp; Digital Services Engineer</p> <p>Test and calibrate AV equipment to ensure optimal performance and quality.</p>	20%
<b>Key Contacts and Working Relationships:</b>		
<p>Work with colleagues within the AV and IT department maintaining a cooperative relationship to ensure that services and support functions are delivered as required.</p> <p>Work closely with staff at all levels throughout George Watson's College, in particular Drama, Music and Event Coordinator for events.</p> <p>Working with the support of senior colleagues with third-party contractors for services and/or maintenance such as the interactive display rolling project or CCTV camera installations.</p>		
<b>Planning and Organising:</b>		
<p>Ensure all assigned helpdesk tickets are completed within the four-hour timeframe.</p> <p>On occasion, the post-holder may be required to liaise with external suppliers to arrange the provision of specific specialist equipment or personnel.</p> <p>Plan and undertake routine risk assessments and escalate any issues to the AV &amp; Digital Services Engineer.</p> <p>Supporting the maintenance databases/spreadsheets by updating it with information to ensure the integrity and accuracy of the AV equipment within George Watson's College.</p>		
<b>Problem Solving and Decision Making:</b>		
<p>After training, and with the ongoing support from the Audio Visual &amp; Digital Services Manager and the Audio Visual &amp; Digital Services Engineer, problem solve and make quick decisions. This is a skill that is required to support IT help desk requests, BYOD, network issues, wireless access issues and general IT-related queries.</p> <p>Problem-solving is necessary during event planning and support.</p>		
<b>Resources and Requirements:</b>		
<p>Assist with the Supervision and instruction of the 8-12 pupil led sound and lighting crew during the weekly assembly and all drama productions and some events within George Watson's College.</p> <p>Support for AV within 163 classrooms and 33 public spaces across the school.</p>		

<b>Knowledge, Skills and Experience:</b>
<b>Essential:</b> A good understanding and Knowledge of Audio-Visual Technology including network installations, video editing and production experience Strong work ethic and flexibility to work out of hours to support and manage events Excellent communication skills Ability to work under pressure within a team and deal with internal and external customers. Planning and problem-solving skills Able to work within a team but also independently within the objectives of the team set by AV & Digital Services Manager Physically dexterity is required to support installation work which requires working at height and heavy installations Experience with Mac and Windows platforms Experience working and operating with light and sound desk solutions
<b>Desirable:</b> Ability to lead a team of pupils Experience in video editing SCQF IT Professional level 6 or similar AV over I.P