

LOCATION	The British International School Abu Dhabi	
JOB TITLE	Audio Visual & IT Computer Technician	
JOB PURPOSE	To provide technical support to BISAD staff and students	
REPORTING TO	BISAD IT Manager	
DIRECT REPORTS		
OTHER KEY RELATIONSHIPS	Systems Administrator, Digital Integrator, IT Technician, Teachers, Admin Staff	
PACKAGE	Competitive	
KEY RESULT AREA	MEASURES OF PERFORMANCE	
Duties and responsibilities <i>Under the supervision of the IT Manager</i> <ol style="list-style-type: none"> 1. Provide AV support for Teachers, Parents and visitors. 2. AV systems will be maintained before and after all presentations 3. Support during all presentations where required <i>*occasional out of hours*</i> 4. Investigate and resolve technical issues with BISAD computers 5. Perform on-going maintenance on BISAD's IT equipment 6. Maintain master images and deployment software 7. Install computer hardware and software as and when required 8. Provide technical assistance with IWBs, projectors, printers, photocopiers, phones and other peripheral devices 9. Ensure the security of all ICT assets 10. Use the IT Helpdesk to prioritise and track support requests 11. Document user requests and systems changes 12. Ensure high availability of ICT systems 13. Provide basic training and guidance to end-users, allowing them to make the best use of ICT 14. Perform other related reasonable duties as requested by the IT Manager 15. Share good practice and occasional support to partner schools 	Performance management	
D. Other responsibilities <ul style="list-style-type: none"> ▪ Any other appropriate duties as negotiated. 		
Personal Development <ul style="list-style-type: none"> ▪ Continual development through the identification and implementation of your own Personal Development Plan 	<ul style="list-style-type: none"> ▪ Improved performance ▪ Performance appraisal ▪ Personal Development Plan 	
OTHER <ul style="list-style-type: none"> ▪ Promote and adhere to the Company Vision and Values: <ul style="list-style-type: none"> ▪ Opportunity - For us, opportunities need to be meaningful, about achieving potential and making progress. ▪ Impact - For us, impact is about making a difference. It needs to be immediate, positive and lasting. 	<ul style="list-style-type: none"> ▪ Valued member of the team and organisation 	

<ul style="list-style-type: none"> ▪ Leadership - For us, leadership is about considering the team's needs as well as your own, setting inspiring examples, being supportive and showing real accountability and responsibility. ▪ Respect - For us, respect is about listening, being inclusive, showing tolerance and getting the little things right <ul style="list-style-type: none"> ▪ All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organisation ▪ Each individual must ensure that they meet their statutory responsibilities and Company policies with regard to Health and Safety, Equal Opportunities and other relevant legislation ▪ Any other appropriate duties as allocated by the Chief Executive Officer 	
--	--

PERSON SPECIFICATIONS	
Qualifications/Training	
▪ Secondary completion up to Degree level	Essential
▪	Essential
▪	Essential
Experience / Knowledge	
▪ A good understanding of the Office 365 suites (O365)	Essential
▪ Good knowledge of IP networking and related technologies	Essential
▪ Experience of IT support and helpdesk support systems	Essential
▪ Experience working in the Middle East	Desirable
Skills	
▪ Excellent PC/MAC maintenance skills including Windows and IOS applications	Essential
▪ English language fluency (written and spoken)	Essential
Personal Attributes	
▪ High levels of personal integrity.	Essential
▪ Excellent organisational and time-management skills	Essential
▪ Attention to detail	Essential
▪ Ability to work under pressure and remain calm	Essential
▪ Willingness to take on multiple tasks	Essential
▪ Proactive and able to prompt others to ensure deadlines are achieved	Essential
▪ Self-motivated and enthusiastic	Essential
▪ Ability to work independently	Essential
▪ Continually strive for improvement	Essential
▪ Adaptability	Essential

OTHER CONDITIONS

Must hold a current Enhanced Criminal Records Bureau Disclosure or equivalent for countries lived in outside of the UK for the last 10 years.

Compliance with visa requirements for working in the UAE.

Child protection training.