

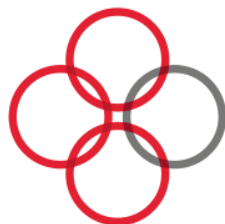
AV Technician

The Swiss International Scientific School in Dubai is a leading day and boarding school where future generations are inspired to become confident and enthusiastic life-long learners, ready to embrace the opportunities of a global world. Our school follows the full continuum International Baccalaureate (IB) programme in English with additional languages or in two bilingual English-French and English- German streams. SISD is an IB Continuum World School authorised to offer and teach the IB Primary Years Programme (PYP), IB Middle Years Programme (MYP) and IB Diploma Programme (DP). Our unique curriculum offers an engaging learning experience, the challenge of developing a real understanding of cultural diversity and the support of a thriving international community. Our large eco-friendly campus ensures that we can offer a wide range of sporting facilities that make the most of our location adjacent to Dubai Creek.

Job title	AV Technician	Department	Information Technology
Start date	Immediate	Location	Dubai, UAE
Reports to	Head of Information Technology	Position(s) Supervised	N/A

Job Scope	The AV Technician's role is to support and maintain in-house audio-visual equipment, access control and non-print media assets. This includes operating, maintaining, distributing, installing, configuring, repairing, and upgrading various electronic products while ensuring their optimal performance. He/she will also troubleshoot problem areas in a timely and accurate fashion, and provide end-user training and assistance where required
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Main Duties and Responsibilities	<ul style="list-style-type: none"> • Assist in developing long-term strategies and capacity planning for meeting future AV, access control & CCTV equipment and corporate technology needs. • Collaborate with organizational policy-makers to establish and enforce proper AV & CCTV practices and procedures. • Maintain up-to-date knowledge of AV, access control & CCTV equipment contracts and supervise contract-based installations. • Advise the Head of Information Technology on the purchase of new AV, access control & CCTV equipment; assist with its installation. • Maintain up-to-date knowledge of the schools access control systems and supervise contract-based installations. • Conduct research on, and make recommendations for, AV, access control & CCTV products in support of procurement and development efforts. • Place orders for AV, access control & CCTV equipment and consumables; inspect and verify all AV, access control & CCTV deliveries upon receipt. • Identify and deliver required audio-visual service levels according to School policies and user requirements. • Set up, configure, test, maintain, monitor, and troubleshoot teleconferencing equipment, multimedia devices, televisions, monitors, projectors, recording
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	<p>equipment, speaker sets, digital cameras/camcorders, and other presentation equipment.</p> <ul style="list-style-type: none"> • Receive and respond to incoming calls, pages, and/or e-mails regarding AV, access control & CCTV software /hardware problems. • Perform onsite analysis, diagnosis, and resolution of complex AV, access control & CCTV hardware problems for a variety of end users, and recommend and implement corrective solutions, including offsite repair as needed. • Document instances of AV, access control & CCTV equipment failure, repair, installation, and removal. • Build and maintain a spare parts inventory for all AV & CCTV equipment. • Handle incoming booking requests for AV, access control & CCTV equipment and setup. • Troubleshoot AV, access control & CCTV issues using the appropriate testing tools; make repairs as necessary. • Transport AV, access control & CCTV equipment throughout facility using a motorized pallet jack or handcart. • Tag or label AV, access control & CCTV equipment owned by the School; periodically audit inventories to mitigate risk of damage or theft. • Produce, dub, edit, and copy all AV & CCTV media, as required. • Any other tasks assigned by the Line Manager.
Key Relationships	
Internal	All Teaching and Administrative departments
External	Service Providers, Suppliers, Contractors
Position Requirements	
Qualifications	<ul style="list-style-type: none"> • Bachelor’s Degree in Computer Engineering, Computer Science, Information Technology or IT Related fields • A minimum 1 year working experience in IT support system or audio-visual aids
Must have Skills:	<ul style="list-style-type: none"> • Observant and self-motivated • Proactive approach to tasks • Be able to communicate in English (written and verbal) • Able to work flexible hours including weekends and evenings • Fault finding skills and capability of performing basic repair and maintenance work • Be responsible and punctual • Ability to work in an enthusiastic manner bringing new ideas and suggestions • Be committed to promoting high standards
Experience	<ul style="list-style-type: none"> • Excellent technical knowledge of teleconferencing, presentation, and other AV & CCTV hardware



	<ul style="list-style-type: none"> • Comprehensive hands-on AV equipment troubleshooting experience • Extensive equipment support experience • Good knowledge of current network protocols, operating systems, software, and standards, including Windows 2016 & Adobe CC Suite • Mechanically inclined • Ability to operate tools, components, and peripheral accessories • Able to read and understand technical manuals, procedural documentation, and OEM guides • Ability to conduct research into hardware products and issues as required
Competencies	<ul style="list-style-type: none"> • Effective interpersonal skills and relationship-building skills. • Strong customer-service orientation. • Able to prioritize and execute tasks in a high-pressure environment. • Experience working in a team-oriented, collaborative environment • Confident in manual-handling/heavy lifting of equipment, climbing ladders etc. and able to do so safely • Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
Salary & Benefits	The salary and benefits package are competitive, will be commensurate with the qualifications and experience of the successful candidate and is in line with UAE Labor Law.
Contract	Unlimited on Free Zone
Application	<p>Candidates are requested to submit the following documents:</p> <ul style="list-style-type: none"> • Cover letter, no longer than one page, explaining your strengths as a candidate and why you are interested in this particular position • Current CV/resume not to exceed two pages with passport size photo • A list of 3 professional referees with current contact details (position, phone number and e-mail address) not older than 5 years <p>Please send your application to: hr@sisd.ae</p> <p>SISD is committed to safeguarding and promoting the welfare of all of its employees and students. A police check is a pre-requisite for all appointments.</p>