

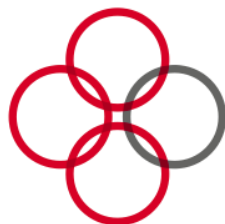
## AV Technician

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.

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

**Job Scope**  
Provide professional, effective, knowledgeable and rapid Audio-Visual (AV) and IT support to staff and students as needed in the academic environment. Triage, resolve or escalate support calls within agreed timescales using IT Service Management principles and logging systems. Provide support for the operation and maintenance of equipment in the physical teaching environments. Provide support for events and teaching, including setting up and operating equipment (including Auditorium operations) and recording, editing and processing media.

- Main Duties and Responsibilities**
- Assist in the setting up, operating, editing and processing of lectures and events (including studio operations) using a range of specialist AV hardware and software.
  - Receive and handle requests for support following agreed procedures. Respond to requests for support by providing information to enable incident resolution and promptly allocate unresolved calls as appropriate. Maintain records and advise relevant persons of actions taken.
  - Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures including the maintenance of AV systems in teaching areas.
  - Develop, document and implement changes based on requests for change whilst applying change control procedures.
  - Undertake commissioning of new technical areas including specialist AV and IT equipment, control systems, and audio induction loops.
  - Maintain a knowledge of specific technical specialisms, and provide advice regarding their application.



	<ul style="list-style-type: none"> <li>• Install or remove hardware and/or software, using supplied instructions and tools conducting tests, correcting malfunctions, and documenting results in accordance with agreed procedures. Provide assistance to users in a professional manner following agreed procedures for further help or escalation and contribute to the development of installation procedures and standards.</li> <li>• Identify and resolve issues with applications, following agreed procedures and carry out agreed applications maintenance tasks.</li> <li>• Take responsibility for own workload and keep others informed, highlighting potential problems and suggesting solutions to ensure continuity of service delivery.</li> <li>• Assist in processing, editing, production and archiving of audio-visual material using a range of digital tools and software.</li> <li>• Communicate effectively with customers, team members and colleagues across the School.</li> <li>• Any other tasks of a similar nature assigned by the Line Manager.</li> </ul>
<b>Key Relationships</b>	
<b>Internal</b>	All Teaching and Administrative departments
<b>External</b>	Service Providers, Suppliers, Contractors
<b>Position Requirements</b>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor's Degree in Computer Engineering, Computer Science, Information Technology or IT Related fields</li> <li>• A minimum 1 year working experience in IT support system or audio-visual aids</li> </ul>
<b>Must have Skills:</b>	<ul style="list-style-type: none"> <li>• Technical competence and proven troubleshooting skills</li> <li>• Excellent organizational skills</li> <li>• Excellent interpersonal and communication skills</li> <li>• Ability to troubleshoot a multitude of hardware and software problems and to learn / adapt to new technologies</li> <li>• Ability to assimilate new support tasks, while retaining and developing established ones</li> <li>• Ability to adapt communication style to suit the audience</li> <li>• Ability to work within a changing business and technical environment</li> <li>• Ability to deal with confidential and sensitive information with tact and discretion</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Excellent technical knowledge and experience of teleconferencing, presentation, and other AV &amp; CCTV hardware and IT support (1<sup>st</sup> &amp; 2<sup>nd</sup> tier) and the processes associated with them, ideally in an academic environment.</li> <li>• Comprehensive hands-on AV equipment troubleshooting experience</li> <li>• Extensive equipment support experience</li> <li>• Good knowledge of specialist AV hardware and software</li> </ul>



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	<ul style="list-style-type: none"><li>• Experience of installing, and using one or more computer operating systems such as Microsoft Windows, Mac OS and Linux</li><li>• Knowledge of current network protocols, operating systems, software, and standards, including Windows 2016 &amp; Adobe CC Suite</li><li>• Mechanically inclined</li><li>• Ability to operate tools, components, and peripheral accessories</li><li>• Able to read and understand technical manuals, procedural documentation, and OEM guides</li><li>• Knowledge of computer hardware including, desktop PCs, laptops and mobile devices</li></ul>
<b>Salary &amp; Benefits</b>	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.
<b>Contract</b>	Unlimited on Free Zone
<b>Application</b>	<p>Candidates are requested to submit the following documents:</p> <ul style="list-style-type: none"><li>• Cover letter, no longer than one page, explaining your strengths as a candidate and why you are interested in this particular position</li><li>• Current CV/resume not to exceed two pages with passport size photo</li><li>• A list of 3 professional referees with current contact details (position, phone number and e-mail address) not older than 5 years</li></ul> <p>Please send your application to: <a href="mailto:hr@sisd.ae">hr@sisd.ae</a></p> <p>SISD is committed to safeguarding and promoting the welfare of all of its employees and students. A police check and satisfactory references are a pre-requisite for all appointments.</p>