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**MOUNT ALBERT GRAMMAR SCHOOL**

**Job Description**

**ICT and AV Technician**

**Responsible to**: Director of Finance and Operations, Director of e-learning, Network Manager

**Functional Relationships with:** All staff, all students, wider MAGS community (as the need arises)

**Hours of Work:** Fulltime (52 weeks per year, excluding annual holidays)

40 hours a week 8.00 – 4.30pm, Monday to Friday

**Primary Objective:** Support of AV and computer systems throughout the school

**Key Tasks:**

ICT Support

* Attend to phone and helpdesk email enquiries from staff and students.
* Resolve routine enquiries from staff and students where possible; refer to ICT technicians or network manager if necessary. Routine enquiries include: printing problems, student account issues, requests for equipment and consumables.
* Troubleshoot basic network issues, e.g. wi-fi issues, changes to Active Directory, etc.
* Maintain or develop familiarity with Office 365, MacOS, iPadOS, Google Classroom, OneNote in order to assist staff and students in their use.
* Other duties as required to support the running of the ICT department.

AV Support

* Management of:
* AV installations, e.g. projectors, televisions, sound systems.
* Resolution of routine enquiries for AV technical support.
* The school’s Office 365 Stream video channel.
* The use of eTV and ClickView for staff and students.
* Assisting staff and students with video or audio transfer
* Other duties as required to support the AV needs of the school.

**Pay Rate:**

This position is graded as Support Staff in Schools’ Collective Agreement, Associative Scale Grade B