THORNHILL COLLEGE

JOB DESCRIPTION

POST TITLE: IT, Audio-Visual and Digital Communications Technician (Permanent, Full-time, Term-time (185 days) / 36hpw) with possibility of additional 10 working days

GRADE: NJC SCP 17-20: £32,046 - £33,673 per annum (Full-Time Equivalent)
Actual salary payable will be pro rata in accordance with term-time working arrangements.

REPORTS TO: The Principal through the designated line manager.

JOB PURPOSE:

To provide high-quality ICT, Audio-Visual and Digital Communications support throughout the school, ensuring the effective operation, maintenance and development of information technology and audio-visual systems that support teaching and learning, administration, examinations and school events.
The post-holder will work as part of the ICT team, supporting the maintenance, operation and development of the school's ICT and audio-visual infrastructure whilst also supporting the school's digital communications through the maintenance of the school website, social media platforms and production of digital media and publications.

Key Responsibilities:

ICT Support
The post-holder will:

- Provide first and second-line ICT support to staff and pupils, including investigating and resolving technical incidents and service requests.
- Install, configure, maintain and troubleshoot ICT devices, peripherals and associated technologies, including computers, mobile devices, printers, scanners and interactive displays.
- Support Microsoft 365 services including Outlook, Teams, OneDrive and SharePoint.
- Maintain user accounts and permissions in accordance with school procedures.
- Support software deployment, operating system updates and security patching.
- Maintain accurate records of ICT assets, incidents and service requests.
- Assist in maintaining cybersecurity measures and ICT security compliance.
- Support backup and disaster recovery procedures.
- Assist in the administration and support of educational software and management information systems.
- Prepare, deploy and support ICT equipment required for examinations and assessment activities.
- Assist in planning and implementing ICT equipment refresh programmes.
- Support the operation of the school's digital canteen ordering system and associated technologies.
- Assist in researching and evaluating technologies that support teaching, learning and administration.

Network Support
The post-holder will:

- Assist in maintaining the school's wired and wireless network infrastructure.
- Support network monitoring and fault resolution.

- Assist with internet filtering and safeguarding technologies.
- Liaise with external ICT providers and contractors as required.
- Assist in maintaining cloud-based and on-premise services and systems.

Audio-Visual and Events Technology Support

The post-holder will:

- Support the maintenance and development of audio-visual systems throughout the school.
- Provide technical support for assemblies, concerts, productions, open evenings, parent events, prize-giving ceremonies and other school events.
- Set up, operate, maintain and troubleshoot audio-visual systems, including PA systems, microphones, projectors, presentation technology, digital signage, video conferencing, live-streaming and stage lighting equipment.
- Provide technical assistance and guidance to staff in the use of audio-visual technologies.
- Maintain inventories and documentation relating to audio-visual equipment.
- Liaise with suppliers and contractors regarding repairs, installations and maintenance.
- Contribute to recommendations regarding the procurement and replacement of AV equipment.
- Assist in monitoring performance and identifying opportunities to improve AV systems.
- Ensure AV equipment complies with health and safety requirements.

ICT and Digital Technology Development

The post-holder will:

- Support implementation of the school's Digital Strategy.
- Assist with the testing and implementation of new technologies.
- Support initiatives that improve the effectiveness of ICT and AV systems.
- Assist with projects that enhance teaching, learning and communication through technology.

Digital Communications and Media Support

The post-holder will:

- Maintain and update the school's website and social media platforms.
- Produce and distribute newsletters, digital communications and promotional materials.
- Capture and create digital content, including photography and video, to promote school activities and achievements.
- Support digital signage and ensure the school's visual identity is presented consistently across digital platforms.
- Ensure all digital communications comply with safeguarding, copyright and data protection requirements.

Training and User Support

The post-holder will:

- Provide technical guidance and support to staff and pupils.
- Deliver basic training on ICT and AV systems where required.
- Produce user guides and technical documentation.
- Promote effective and innovative use of technology throughout the school.

Safeguarding, Data Protection and Compliance

The post-holder will:

- Comply with all safeguarding and child protection procedures.
- Support compliance with Data Protection legislation and GDPR.
- Adhere to ICT, cybersecurity and acceptable-use policies.
- Follow safe working practices and health and safety procedures.
- Participate in safeguarding and professional development training.

General Responsibilities

The post-holder will:

- Work collaboratively with teaching and support staff.
- Attend relevant training and development activities.

- Support the school's commitment to continuous improvement.
- Undertake duties commensurate with the grade of the post.
- Provide occasional support outside normal working hours where required to facilitate examinations, productions, open evenings, results days and other school events.

Hours of Duty

The person appointed will be required to work 36 hours per week, term-time plus the possibility of 10 additional days to support with:

- GCSE/A-Level results days,
- August ICT preparation,
- New staff device deployment,
- Summer software updates,
- Open day/evenings,
- School productions,
- Prize-giving ceremonies,
- Parent meetings, etc.

Canvassing & Referees

Canvassing directly or indirectly will entail disqualification.

This job description will be subject to review in light of changing circumstances and not intended to be rigid an inflexible but should be regarded as providing guidelines within which individuals work. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

In accordance with Section 75 of the Northern Ireland Act (1998), the post-holder is expected to promote good relations. Equality of opportunity and pay due regard for equality legislation at all times.

November 2026