JOB DESCRIPTION

JOB TITLE:	IT & Creative Arts Technician
GRADE/ ROLE PROFILE REF:	Grade C
WORKING WEEKS/ HOURS:	52 weeks; 37 hours per week
TIMES WORKED:	8.00am–4.00pm Monday–Thursday, 8.00am-3.30pm Friday *please see note below**
BASE:	LRC

***TIMES WORKED:** Whilst the core working hours will be 8.00am–4.00pm Monday–Thursday, 8.00am–3.30pm Friday the role does require *Flexibility specifically during production weeks, evening events, and community performances. This will involve late evenings and some weekend work. Additional hours worked will be reclaimed by TOIL/flexible shifts with the prior agreement of the Line Manager.*

ORGANISATIONAL ARRANGEMENTS

- **Reports to:** IT Operations Manager
- **Functional Line Management / Matrix Reporting:** SLT link for the Creative Arts (for Performing Arts, productions, and venue booking priorities)

GENERAL STATEMENT

To represent RAISE Education Trust in a positive manner and to treat all visitors with respect, courtesy, and consideration, to ensure that every effort is made to satisfy reasonable requirements and assist in the maintenance of an attractive, welcoming campus.

To carry out duties correctly and promptly in a good working atmosphere and to assist in the creation of a safer environment by adhering to Health and Safety Regulations and agreed Codes of Practice for RAISE Education Trust employees. Attendance at training courses may be required as part of professional updating.

JOB PURPOSE

The post holder provides technical expertise across both the school's IT infrastructure and its Creative Arts / AV facilities. The role balances 1st line IT support ticket resolution with technical delivery for Performing Arts—including stage lighting, sound mixing, video recording/editing for NEAs, stage set prep, and venue AV support for school and community events.

RESPONSIBILITIES / ACCOUNTABILITIES

1. Performing Arts, Sound & Stage Technical Management

- **Stage & Venue Operations:** Provide technical support for staff, students, and community groups using school performing arts spaces. Ensure proper operation and maintenance of stage lighting rigs (DMX control), sound

desks, and PA systems.
- **Live Productions & Events:** Set up and operate lighting, audio, and projection for school productions, concerts, showcases, assemblies, and open evenings. *(Requires flexible evening working during key event windows).*
- **NEA & Curriculum Recording:** Undertake high-quality audio and video recording, editing, rendering, and secure digital archiving of Drama, Music, and Performing Arts Non-Examined Assessments (NEAs) to strict GCSE/A-Level exam board standards.
- **Student Technical Crew:** Lead the development, training, and supervision of the student Backstage / Technical Crew for school productions and events.
- **Music & Media Maintenance:** Provide routine maintenance for music equipment, classroom PA systems, recording studio facilities, and media suite hardware/software (e.g., Logic Pro, Sibelius, QLab).
- **Graphic & Event Media Support:** Assist with basic graphic design, poster creation, and filming/editing for key school activities (e.g., promotional materials, PE moderations, sports days).

2. **Stage Management & Production Coordination:**

- Act in a Deputy Stage Manager (DSM) capacity during rehearsals and live performances, serving as the core communications bridge between the Director/Performing Arts teaching staff and the technical/backstage crew.
- Compile and maintain the production prompt book ("the book"), documenting blocking, cues, scene changes, and production notes.
- Confidently call technical and staging cues (lighting, sound, AV, scene changes, and actor entrances) during technical rehearsals and live show runs.
- Oversee backstage deck operations and wing space, supervising student stage hands, tracking props and set pieces, and ensuring orderly transitions during performances.
- Support production scheduling and rehearsal call sheets in collaboration with the Performing Arts department.

3. First Line ICT Support

- **Helpdesk & Incident Escalation:** Log, triage, and resolve 1st line tickets (passwords, hardware, whiteboards, print queues). Act as an escalation point for complex 1st line issues, identifying recurring technical faults and escalating unresolved infrastructure issues.
- **Device Provisioning & Deployment:** Unpack, build, image, and configure PCs, Apple Macs, iPads, and laptops using automated deployment tools. .
- **Network & Hardware Maintenance:** Diagnose and resolve desktop, peripheral, and audio-visual hardware failures. Perform basic network troubleshooting (patching network points, testing switch ports, checking VLAN assignments)
- **User Account & Rights Management:** Administer user accounts, security groups, and permissions across Active Directory, Google Workspace (e.g., setting up new staff/student accounts, managing shared mailboxes, adjusting folder permissions).
- **AV & Interactive Tech Maintenance:** Troubleshoot, maintain, and configure interactive flat panels, hall projection systems, digital signage, and audio-over-IP/streaming tech across the campus.
- **Event & Meeting Prep:** Set up standard AV, hybrid meeting, and presentation equipment for staff meetings, assemblies, and external bookings across the school.
- Issue booked equipment out to pupils and staff.
- Complete daily/weekly audits on equipment and stock.
- Ensure IT Support spaces are kept clean and organised
- Service and log IT queries over the telephone, in person and via the IT Helpdesk.
- Build and maintain a personal research routine to keep up to date on emerging technologies and IT trends.
- Any other duties requested by the IT Operations Manager which are commensurate with the grade of the post.
- Keep the IT Operations Manager appraised of potential problems and issues of concern.
- **Ticket & SLA Management:** Record accurate details of every issue and manage individual queues to meet target response times.
- **Documentation:** Update the internal knowledge base with standard fixes and document recurring hardware or software bug

4. Health, Safety & Asset Compliance

- **Stage & Rigging Safety:** Ensure all lighting rigs, stage infrastructure, and electrical equipment are operated safely and maintained in accordance with Health & Safety regulations.
- **PAT Testing Coordination:** Liaise with the Site/Estates Manager and external contractors to coordinate regular PAT testing of all sound, lighting, and stage electrical equipment.
- **Risk Assessments:** Draft and update technical risk assessments for stage usage, set builds, school productions, and technical maintenance tasks in consultation with DoL Creative Arts.
- **Asset Security & Backups:** Maintain strict physical security over high-value AV/IT equipment in open-access spaces and ensure secure cloud/server backups of all student NEA media and production files.

5. General

- Attend relevant internal/external training to maintain currency in both IT technologies and stage/AV safety standards.
- Any other duties commensurate with the grade of the post as reasonably requested by the ICT Manager or Director of Learning for Creative Arts.

NOTES

- The school and site are open between 6.00am and 10.30pm. Flexible working hours or Time Off In Lieu (TOIL) will be arranged in advance via the ICT Manager during heavy production weeks and evening events.
- Hours of work and designated lunch times may be adjusted operationally during exam recording windows and show runs.
- Leave of absence and holiday requests during term time must be agreed upon in consultation with the ICT Manager and SLT Link for theCreative Arts to avoid peak event/NEA periods.

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is intended to be flexible and is subject to review and amendment in light of changing circumstances, following consultation with the post holder.

PERFORMANCE REVIEW (IPP)

All support staff undertake an annual Individual Performance Planning cycle (IPP). This post holder's IPP will be line managed by the ICT Manager, with formal operational input provided by the Director of Learning for Creative Arts.

Date Prepared:	November 2026
Prepared By:	Headteacher
Date Reviewed:	
Reviewed By:	