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| **Post title** | **IT /Reprographics Technician** |
| **Post holder** |  |
| **Purpose** | * To provide onsite ICT and Reprographics support to the Academy. This will include the preparation, support and maintenance of all ICT resources, used by staff and students;
* To provide a full reprographics service to students and staff and help to promote a positive image of the Academy through the production of professional documents for both internal and external use.
* Ensuring that each part of the Academy ICT and Reprographics provision is fit for purpose and available for staff and students to use.

The ICT service support all aspects of technology within the Trust including the library, printing, Audio visual, network management, desktop clients, data management, generic office and specialist software.  |
| **Reporting to** | IT Manager |
| **Liaising with** | All members of Trust staff, students and third parties |
| **Contract type** | Permanent, Full Time contract |
| **Salary** | NJC, Grade 4; full time salary of GBP19,554 per annum |

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| **General Information** |
| **Equality of Opportunity** | * As a member Academy staff to take individual and collective professional responsibility for reinforcing and promoting a working environment free from discrimination, victimisation, harassment and bullying.
* Ensure the development and progression of equality within the sphere of responsibility of this post and the fair and equal treatment of all colleagues, children, parents and visitors.
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| **Confidentiality and Data Protection** | * To treat all information acquired through employment, both formally and informally, in strict confidence.
* To be aware of the Academy's responsibilities under Data Protection Act 2018 for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this.
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| **To contribute as an effective and collaborative member of the Academy team** | * Any other duties as reasonably required by any leader of the Academy.
* Participating in the ongoing development, implementation and monitoring of the Trust improvement plans.
* Attend regular meetings as required and make a positive contribution during meetings.
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| **Child Protection** | * Being aware of and complying with policies and procedures relating to child protection reporting all concerns to an appropriate person.
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| **Professional behaviour** | * To maintain high standards of professional behaviour towards colleagues, students and parents/carers
* To be a role model for students
* To develop a relationship with students which is professional and caring
* To maintain an appropriate and professional distance with students in more informal situations, or when dealing with Sixth Form students
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| **Other** | * To develop a good understanding of the importance of health and safety and safeguarding aspects of Academy life.
* To support the Trust’s aims and to carry out its policies.
* To support the Trust’s implementation of all current statutory requirements.
* To attend and participate in meetings as required.
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| **Personal development** | * To actively maintain a professional portfolio of evidence to support the Performance Management process – evaluating and improving own practice.
* To participate in new initiatives and future changes in service delivery improvements to support the objectives of the Trust.
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| **MAIN DUTIES**  The duties and responsibilities below are illustrative duties. The position holder will be expected to become involved in a range of work, on occasions that may not be illustrated below. |
|  | * Provide first & second line technical support to all ICT users within the school reacting to Helpdesk queries. Working independently and proactively to deal with these problems and seeking support & advice from the IT Manager for Tier 3 issues and escalations.
* Respond and assist students or staff who need help in the classroom when using the network, wireless, internet and software.
* Determine computer, audio/video and software faults, implement fixes or arrange for their correction or repair in accordance with school procedures and maintain a record of faults. Liaising with third Parties for support if warranties are in place.
* Proactively maintain, clean and repair computing hardware including fixed and mobile devices, audio visual hardware including projectors, audio equipment and interactive whiteboards.
* Manage the schools Firewall & Filtering provision, reporting breaches in content/policy to the IT Manager.
* Ensure the network is operational during the Academy day and resolving failures & problems with assistance from the IT Manager when necessary. Liaising with suppliers where necessary regarding ad hoc and annual maintenance requirements.
* Undertake regular server maintenance, housekeeping and checking daily backups.
* Configure new workstations, printers etc. and install software in accordance with licences. Co-ordinate and ensure that workstations have the latest security updates
* Monitor the use of software across the network and remove unlicensed software.
* Help to maintain a list of all ICT assets (Hardware & software).
* Ability to find and procure resources, consumables and other products to assist the day to day running of the Academy and demonstrating best value in accordance with Academy policies on procurement.
* Assist in the implementation, management, maintenance of the School Management Information System (SIMS), escalating problems to 3rd Party support as necessary, supported by the IT Manager.
* Assist in the implementation, management, maintenance of the telecoms & CCTV system, supported by the IT Manager.
* Assist in the school side management and effective running of the cashless catering system and ensuring the efficient registering of students. Escalating problems to the cashless catering provider when necessary, supported by the IT Manager.
* Perform duties in line with Health & Safety rules and taking remedial action where hazards are identified. Serious hazards should be reported to the IT Manager immediately.
* Set up IT and other audio/visual equipment (e.g. laptops & projectors) for presentations and assemblies where required.
* Support the school events with technology as required – Parents Evenings, School Performances
* Provide basic systems and software support/training for Staff. Assisting staff with basic use of Office applications, 365 features (OneDrive, online working work flows), basic network, Telephone and CCTV usage tasks.
* Provide support to other critical systems e.g. cashless catering, access control systems.
* Maintain current and accurate inventory of technology hardware, software, licences and resources.
* Photocopy material for school use, including internal examination papers and other booklets and leaflets as required.
* Photocopy students work as requested, finishing copied items by trimming, binding or laminating.
* Work out timescales, costs and the number of copies required.
* Report on the quantity and costs incurred by each department.
* Monitor the progress of the copying run and quality check samples
* Ensure that the reprographics room is kept in a clean and tidy manner ensuring that all Health and Safety regulations are adhered to.
* Order paper and materials as and when required and disseminate to departments as necessary.
* Work with the third party maintenance company proactively by requesting maintenance to ensure high quality reprographics equipment.
* Perform basic equipment maintenance and cleaning.
* Carry out other reasonable tasks from time to time as directed by the IT Manager.
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| **Key Skills required** | * NVQ Level 4 or equivalent qualification or experience in relevant discipline i.e. networking equipment and software across an organisation.
* Some knowledge of Virtualisation technologies (Citrix, VMware & HyperV) would be an advantage
* Experience supporting Microsoft Server 2012 & above
* Good working knowledge of Office & Office 365
* Some knowledge of working with, supporting & developing Cloud technologies would be an advantage
* Some knowledge of working with Firewalls & Wireless technologies
* A working knowledge of relevant polices/codes of practice/legislation involved with supporting IT
* Excellent numeracy/literacy skills
* Excellent communication skills
* Effective use of ICT to support learning and an ability to demonstrate this
* Use of specialist equipment/resources.
* Ability to organise, motivate and work proactively
* Ability to self-evaluate learning needs and actively seek learning opportunities
* Ability to relate well to children and adults
* Several years’ experience working in a relevant discipline in a learning environment would be an advantage
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**Review and Amendment:**

This job description is normally subject to annual review. It may be amended at the request of the Altius Trust or the CEO of the Altius Trust but only after full consultation between the parties concerned. It will be signed if agreement is reached.

You are expected to carry out your duties with due regard to current and future Trust policies, procedures and relevant legislation. These will be drawn to your attention during the recruitment process, induction, staff handbook, ongoing performance development and through Trust communications.