Academy Cloud Engineer (L3)

Salary / grade range	SCP 27 - 31 - £35,745 -£39,186
Location	Co-op Academy Manchester, Plant Hill Road, Higher Blackley, Manchester, M9 0WQ
Reports to	Hub IT Manager

Purpose of role:

Academy Cloud Engineers are responsible for providing day to day IT support to academies.   This role is classed as mobile and involves provision of support to more than one academy in the Trust.   Access to a vehicle which has motor insurance with business travel is required. Mileage expenses covered at the standard rate.

- Maintain hardware and software used by staff and pupils
- Assist and inform about the use of IT within the academy as required
- Ensuring equipment is set up for lessons and other educational activities
- Learn about supporting a modern cloud based educational IT environment and gain relevant qualifications. e.g. Google Educator Level 1

All roles in the IT team promote our ethical values and moral purpose, including Ways of Being Co-op, and support the Trust's ambitious growth target of reaching 40 academies by 2022.

Key accountabilities (and specific duties / responsibilities):

Technical IT Support
- Assist with the secure and safe set up/installation of new equipment, software, hardware, peripherals, upgrades and components. Mark equipment, hardware and peripherals with security codes as necessary.
- Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly.
- Provide information and assistance for teachers, pupils and other members of staff on the basic use and setting up of computer equipment, software and procedures.
- Understand IT acceptable use and e-Safeguarding policies and communicate to others as needed.

Server, Network and Cloud Platform Support
- Maintain standard network cabling.
- Perform basic diagnostic and recovery routines on network equipment.
- Follow detailed instructions to configure network clients including allocating required software and connecting to the correct server.

- Support the academy in adopting the Trust's "cloud first" mindset. Become the Cloud Ambassador for the Academies and promote the use of our Cloud platforms and their benefits.
- Perform checks to ensure that broadband connectivity is maintained.

Maintenance
- Undertake maintenance tasks and duties according to a defined schedule.
- Update the academy's intranet and internal systems by uploading pages and files. ●   Support the academy in the use of MIS systems and data transfer.
- Assist with the diagnosis and resolution of basic PC, printer, peripheral & software faults, including maintenance of software applications.
- Carry out any basic disk management on file servers and workstations, restoring data as necessary and operating specific back-up procedures.
- Assist with the implementation and maintenance of electronic mail accounts.
- Ensure that basic safety and security checks are carried out and escalate problems to the appropriate person, as per the relevant procedure.

Administration
- Complete straightforward administrative tasks associated with the role.
- Assist in the maintenance of an up-to-date inventory of IT assets in academy.
- Receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies.
- Record loans of IT equipment. Replace consumables and monitor usage in IT areas.

IT resource and service management
- Under appropriate supervision:
  - analyse any process or technical issues, monitor and take corrective action on services as per documented operational procedures.
  - Keep up to date with assigned tickets in the Service Desk system, updating, communicating status and closing as appropriate.
  - Ensure that any assigned incidents and problems are fully addressed in line with service levels.
- Promote, seek opportunities for, and deliver continual service improvement.
- Escalation of incidents and requests as required within agreed Service Levels ●   Support procurement of IT related products and services

Behaviours
- Support "Being Co-op" Values: ○   Do what matters most
  - Be yourself always
  - Show you care
  - Succeed together
- To understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and to promote equal opportunities for all
- To uphold and promote the values and the ethos of the academy

- To implement and uphold the policies, procedures and codes of practice of the academy, including relating to customer care, finance, data protection, IT, health & safety, anti-bullying and safeguarding.

- To take a pro-active approach to health and safety, working with others in the academy to minimise and mitigate potential hazards and risks, and actively contribute to the security of the academy, e.g. challenging a stranger on the premises.

- To participate and engage with workplace learning and development opportunities, subject to the academy's training plan, working to continually improve own performance and that of the team/academy.

- To attend and participate in relevant meetings as appropriate.

- To undertake any other additional duties commensurate with the grade of the post.

Personal attributes required (based on job description):

Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I)
Qualifications NVQ Level 2 in IT or equivalent or Willingness to undertake NVQ level 2 in IT or equivalent	Desirable Essential	A A/I
Experience ● Experience of diagnosing and correcting straightforward faults in IT hardware and software ● Experience of working in a team and supporting others to ● achieve objectives complete tasks to deadlines ● Experience of following and working to instructions, schedules and procedures ● Experience of keeping basic records	Desirable	A/I

Skills, Ability, Knowledge		
- Desire to continually improve. Constantly raising the bar - Ability to command respect amongst business peers - Consistent - Strong relationship-builder based upon fact-based delivery on commitments – does what says they will - Communication skills to give information to pupils, teachers	Desirable	A/I
- and other staff on IT related issues - Able to use judgement to solve straightforward problems to support the operation of computers and networks - Awareness of potential health and safety risks and issues working with computers and electrical equipment		
Personal Qualities - An innovative approach and high energy levels - Enthusiastic and action orientated - Able to work flexibly according to the needs of the academy between activities supporting pupil's learning and activities supporting the smooth and effective running of the academy - Commitment to team and strong team player	Desirable	I I I I I

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Academy Trust may determine.

Please note that the successful applicant will be required to comply with all Trust Policies.

This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op.