

JOB DESCRIPTION



Post:	Digital Services and Reprographics Officer (12 Month Fixed Term Contract)
Reports to:	ICT Manager
Salary:	Grade 2 Full-Time Equivalent Salary: £24,796 - £26,824, Pro Rata (Actual Salary Range): £21,775 - £23,556
Hours:	36.5 hours per week, term time only

The Role

The Digital Services and Reprographics Officer is responsible for managing key operational technology services within the school. The post holder will oversee the student netbook scheme, coordinate the school's reprographics provision, and support the IT team. Working closely with teaching staff, support teams, students, and external suppliers, the role ensures that digital resources and communication systems effectively support teaching, learning, and the wider operation of the school.

The post-holder will contribute to the school's digital strategy, promote the effective use of technology, and ensure that all services operate efficiently, securely, and in line with school policies and procedures.

Whilst every effort has been made to explain the main duties and responsibilities of the post, this job description is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties, all individual tasks undertaken may not be identified. This job description is current at the date shown, but, in consultation, may be changed by the Principal to reflect or anticipate changes in the job commensurate within the grade and job title.

Key responsibilities

Student Netbook Scheme

- Manage the day-to-day operation of the student netbook programme.
- Coordinate the deployment, collection, replacement, and disposal of student devices.
- Maintain accurate inventories and asset registers for all student devices.
- Oversee repairs, warranty claims, and liaison with external suppliers.
- Provide support and guidance to students, parents, and staff regarding device usage.
- Develop and maintain policies relating to acceptable use, insurance, and device care.
- Monitor device performance, usage, and replacement cycles.
- Ensure devices are configured, secured, and compliant with safeguarding and cybersecurity requirements.
- Deliver training and support materials for students and staff.
- Support the school's digital learning initiatives and technology strategy.
- Line manage the sixth form netbook technicians.

Reprographics

Key Responsibilities

- Oversee the school's reprographics and printing services.
- Coordinate the production of teaching materials, examination papers, newsletters, and school publications.
- Manage printing schedules and prioritise workload to meet deadlines.
- Maintain photocopiers, printers, and associated equipment.
- Liaise with external suppliers regarding maintenance, servicing, and consumables.
- Monitor paper, toner, and stationery stock levels and manage ordering processes.
- Promote efficient and cost-effective printing practices across the school.
- Ensure confidential documents are handled securely and in accordance with data protection requirements.
- Support staff with printing and document production requirements.

First Line of IT Support

- Troubleshooting and resolving raised ICT issues as best as possible, escalating to other members of the team where required.
- Assist the team with troubleshooting and resolving ICT issues reported by primary schools from the Primary ICT Programme.
- Maintain school-wide ICT equipment and software audits.
- Assist the team with day-to-day management of computing and telecommunications systems and software.
- Maintain professional and courteous communication skills with all levels of ICT ability. Communications may be received via the helpdesk, email, phone or in person.
- Being conscious of safeguarding – ensure that safeguarding software and protection is installed and working on devices. Report concerns and problems to senior and lead technicians.
- Be available for school hosted events – PTI training days, open evenings, netbook evenings, teaching school events.

Wider responsibilities

- Support the school's Catholic values and ethos by implementing policies, practices, and procedures.
- A commitment to safeguarding and promoting the welfare of children and young people.
- Be aware of, understand and comply with policies and procedures related to safeguarding and child protection, equal opportunities, health and safety, confidentiality, code of conduct for staff and data protection.
- Help create a vibrant school community, characterised by consistent, orderly behaviour and caring, respectful relationships.
- Participate in training, the performance management process, meetings, and other learning/development activities as required.
- Help develop a school and department culture and ethos that is committed to achievement.
- To be active in issues of pupil welfare and support.
- Any other duties as commensurate within the pay scale to ensure the smooth running of the school.

Bishop Challoner Catholic College is strongly committed to Safeguarding and promoting the welfare of students and expect staff to share this commitment and maintain a vigilant and safe environment. All posts are subject to an enhanced DBS check with children's barred list check. All staff will be expected to follow the school's child protection policy, and code of conduct for staff.