**Production IT Assistant Job Description**

**Name and Job title:**

Production IT Assistant

**Line Managed by:**

Production Team Leader

**Line Manages:**

N/A

**Salary:**

S2 - £23,838 per annum

**Job Description:**

This is part of the Technical Services team, under the overall direction of the Head of Technical Services. Torch Trust is a Christian charity working with blind and partially sighted people.  This particular role is *without* an occupational requirement of being a practising Christian, however you’ll need to be supportive of our values and comfortable working in an overtly Christian environment.

As Production IT Assistant is a ‘hands on’ role required to assist in a practical way in the activities of the department.

Responsibilities will include:

* Assist in Production including in the following areas:

Audio production (both CD and USB)

Braille production (embossing & binding books)

Large Print/Print production

Library Returns & Issues

* Provide general assistance within the Production Team as required.
* Any other duties within the capability of the individual that Torch may reasonably ask to undertake.
* Ensure that a safe working environment is maintained and that the requirements of the relevant Health and Safety at Work Acts are complied with.

As IT Assistant responsibilities will include:

Serving as the first point of contact for IT support within the organisation

 Setting up new users’ accounts and profiles and deal with password issues

 Ensuring the security of client and server computers by installing and upgrading antivirus and firewall software

 Ensuring systems are regularly updated and backed up to enable smooth disaster recovery

 Maintaining and updating technical documentation regularly

 Testing new hardware and software before being rolled out to the whole organisation

 Conducting electrical safety checks on computer/IT equipment

 Update content when required on Torch’s website

**Person Specification**

**Essential**

- Ability to follow instructions and standard operating procedures

- Attention to detail and accuracy

- Ability to work both independently and as part of a team

- Reliable and punctual

- Hardworking and motivated

- Willing to learn and take on new tasks

- Excellent knowledge in the use of Microsoft Word and Excel or equivalent

- In-depth knowledge of Windows 10 and 11 operating systems

**Desirable**

- Print Production Experience

- Practical experience with internet and network systems

**Organisational and interpersonal skills**

You'll need to show evidence of the following:

* the ability to think logically
* a good memory of how software and operating systems work
* the ability to work well in a team
* problem-solving skills
* enjoy working in a structured environment with repetitive processes.
* the ability to prioritise your workload
* attention to detail

**Contract and Work Pattern**

This is a permanent, full-time role based at Torch House, working 35 hours per week. The position combines responsibilities across two key areas, with approximately 14 hours per week dedicated to IT support and 21 hours to production work. The working pattern is Monday to Thursday, 8.30am to 5.00pm, and Friday from 9.00am to 12.00pm.