

## JOB DESCRIPTION

Employment Details	
Job Title	IT Apprentice
Reports to	Network Manager
Salary Band	Apprenticeship Scale

### Safeguarding Commitment:

*The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We therefore expect all staff and volunteers to work to and within school policies and procedures, including safeguarding, child protection and health and safety.*

*This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical clearance, evidence of qualifications and verification of the right to work in the UK.*

Purpose of the Role
<ul style="list-style-type: none"> <li>To provide meticulous, high quality and timely ICT support services</li> <li>To assist in all aspects of care and maintenance of IT equipment within the School</li> </ul>

Responsibilities
<ul style="list-style-type: none"> <li>To provide first line support to staff and students on our central IT Helpdesk.</li> <li>To assist effectively delivery of Teaching and Learning</li> <li>Ensure that ICT hardware within the school is always functional and ready for use in accordance with end user requirements.</li> <li>If required and agreed undertake minor repairs to technical resources and equipment</li> <li>Install and remove software when required.</li> <li>Provide technical problem solving on hardware and software issues and problems, to teaching and other staff as appropriate.</li> <li>Train where possible school employees in the use of software and hardware.</li> <li>To ensure that all IT issues that may arise are logged on the relevant site's service desk.</li> <li>To be fully aware of IT policies and procedures.</li> </ul>

Additional Duties and Responsibilities
<ul style="list-style-type: none"> <li>The post holder may be required to perform duties other than those given in the job description for the post.</li> <li>The duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed.</li> <li>Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post.</li> <li>In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.</li> </ul>

Safe Working Practices with Children
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It is the responsibility of each employee to carry out their duties in line with The White Horse Federation's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

#### General Data Protection Regulations

The post holder is required to comply with GDPR regulations and to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

#### Equality and Diversity

There is a requirement for the post holder to promote the equality and diversity agenda within their own role and areas of responsibility and across the department. In fulfilling the requirements set out in this job description, the post holder will apply The White Horse Federation's commitment to equality by treating all employees fairly and without discrimination.

*This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post. The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being processed. Any review will be carried out in consultation with the post holder before any changes are implemented.*

<b>Developed by:</b>		<b>Issue Date:</b>	
<b>Post Holder signature:</b>		<b>Signature Date:</b>	

## PERSON SPECIFICATION

Qualifications and Training	
Essential	Desirable
	<ul style="list-style-type: none"> <li>At least Grade A*- C GCSE/A Level (or equivalent) in English, Maths and Science.</li> <li>At least GCSE/A Level in ICT, Web Design and/or a technical related subject.</li> </ul>
Skills and Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>Enthusiasm and desire for IT</li> </ul>	<ul style="list-style-type: none"> <li>Experience of Windows Operating Systems</li> <li>Ability to install software</li> <li>Ability to install hardware</li> <li>Knowledge of Microsoft Office</li> <li>Basic Knowledge of a Computer System</li> <li>Good organisational/ interpersonal skill</li> <li>Ability to present information clearly</li> </ul>
Specialist Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> <li>Works with colleagues and some interaction with groups of pupils who may make emotional demands.</li> </ul>	<ul style="list-style-type: none"> <li>Advise and assist teaching staff in practical activities</li> <li>Provide guidance and advice to encourage pupils to engage in practical activities</li> <li>Contact external suppliers to ensure most economical purchase of subject specific resources</li> </ul>
Personal Traits	
The successful candidate will:	
<ul style="list-style-type: none"> <li>Demonstrates flexibility</li> <li>Demonstrate a customer-focused approach</li> <li>Demonstrate punctuality</li> <li>Focused attitude</li> </ul>	