



# Apprentice ICT Technician

37 hours per week, term time plus 4 weeks  
18 month apprenticeship

## JOB DESCRIPTION and PERSON SPECIFICATION

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### JOB DESCRIPTION

**Working Hours:** Normally Monday to Friday between 08:00 -16:00 but must be flexible to meet the needs of the Academy

**Contract:** Fixed term apprenticeship

**RESPONSIBLE TO:** IT Lead Technician

### VISION AND PURPOSE:

- Work with the local and central ICT teams to deliver effective ICT systems
- Provide technical support and advice to students and staff

### GENERAL RESPONSIBILITIES AND DUTIES:

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the Headteacher. Please note that the post holder may be required to work outside of normal school working hours for extended school status activities, school events, meetings and emergencies.

#### Operational:

- Install and maintain computer hardware, clients, laptops, audio/visual equipment, peripherals, and cabling.
- Provide first line technical support to staff, students, and other ICT users.
- Maintain an up-to-date inventory of ICT equipment and ensure cleanliness of equipment.
- Assist with the expansion of the school network infrastructure including switches, cabling and wireless network equipment.
- Routine administration including data backups and Microsoft Entra maintenance.
- Software installation, maintenance, and upgrading in line with the school development policy.
- Maintain up to date workstation images and deploy them where necessary.
- Administration and development of Internet, Intranet, Extranet and email systems, including learning platforms and the school website.
- Keep abreast of technological developments and encourage the use of ICT at all levels.
- Support staff and students with the use of ICT including preparation of booklets and online support and assisting with inset training where appropriate.
- Support staff and students with the set-up and preparation of ICT equipment around the school.
- Report any detected breach of the school's ICT acceptable use policy.
- Be aware of the school's health and safety policy and assist in carrying out the responsibilities detailed therein.
- Assist with maintaining stocks of spare parts and consumable items, including printer consumables.
- Provide in-class support where appropriate.
- Check and re-fit toner and cartridges and carry out periodic printer maintenance within the academy.
- Carry out any other reasonable duties assigned by the Headteacher.

**General:**

- Provide support to the safeguarding and child protection ethos of the Academy.
- Attend parents' evenings, open days and school events as required.
- Attend relevant training sessions as required.
- Assist with stocktakes of all resources and equipment, and ensure inventories are kept up to date.

The post holder must always carry out his/her responsibilities with due regard to the Academy's policy, organisation and arrangements for Health and Safety at Work.

**CONTEXT:**

All staff are part of the whole Academy team. Everyone is required to support the values and ethos of the Academy. This will mean focusing on the needs of colleagues, parents, and students and being flexible in a demanding environment.

Due to the nature of this job, it will be necessary for the appropriate level of Criminal Record Disclosure to be undertaken. It is essential that you disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences.

This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. Any failure to disclose such convictions will result in dismissal or disciplinary action by the Academy.

*The applicant will be required to safeguard and promote  
the welfare of children and young people*

*This job description forms part of the contract of employment of the person appointed to the post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future.*

## PERSON SPECIFICATION

The person specification is related to the requirements of the post as determined by the job description. Shortlisting is carried out on the basis of how well you meet the requirements of the person specification. You should refer to these requirements when completing your application.

You should be able to demonstrate that you meet the following criteria, measured by:

**A: Application Form**

**B: Interview**

**C: References**

CRITERIA	Requirement	Assessment
<b>Qualifications</b>		
5 GCSEs (A* to C) including English and Maths or equivalent NVQ Level 2	Essential	A
<b>Experience</b>		
Experience of installing and maintaining PC hardware and software	Desirable	A B
Experience of using Microsoft operating systems and Office packages	Desirable	A B
Experience of using Microsoft Office365 and Microsoft Azure cloud systems	Desirable	A B
Experience in supporting end-users	Desirable	A B
Experience of using non-Microsoft operating systems	Desirable	A B
Experience of using learning platforms and education software	Desirable	A B
Experience of managing internet, email and social media platforms	Desirable	A B
<b>Skills</b>		
Ability to articulate technical ideas to non-technical people, both verbally and in writing	Essential	A B C
Ability to work constructively as part of a team	Essential	A B C
Ability to take initiative and prioritise workload	Essential	A B
Ability to perform the physical tasks required by the post	Essential	A B
<b>Personal Characteristics</b>		
Ability to build and form appropriate relationships with colleagues and students	Essential	A C
Awareness and implementation of the Academy's Safeguarding, Equal Opportunities and Health and Safety policies	Desirable	A B C
Well motivated and meticulous individual with high personal standards	Essential	A B C
Well organised and able to prioritise workload	Desirable	B C
Desire to enhance and develop skills and knowledge through CPD	Essential	A
Work on own initiative and be proactive in your approach	Desirable	B C