



Trust IT Apprentice

Job Description & Person Specification

March 2026

Responsible to:
Review Date:

Trust IT Lead
April 2027

Role Overview

To provide a professional, efficient, and effective technical IT service across the Trust in accordance with policies and procedures.

Key Accountabilities

1. To provide first line help desk support to users and stakeholders across the Mowbray Education Trust.
2. To monitor, diagnose, repair and record breakdown of hardware and software, using the helpdesk, escalating issues to the Trust Senior IT Technician/Trust IT Lead.
3. To assess breakdown of equipment and if necessary to escalate to service level agreement and warranty.
4. To maintain accurate records of both works carried out and an inventory of equipment.
5. To liaise with the Trust Senior IT Technician/Trust IT Lead and teaching staff, identifying, evaluating, and developing learning resources for use in the implementation of the National Curriculum, for ICT and cross-curricula teaching.
6. To carry out routine maintenance work during shutdown periods.

And such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

Person Specification

Education & Qualifications	Essential	Desirable
GCSE English and Maths (Grade C or above / 4 or above / or equivalent)	X	
Level 2 IT qualification - e.g. GCSE or BTEC	X	
Experience & knowledge		
Customer Service experience	X	
Knowledge of GDPR / Data Protection legislation		X
Knowledge of safeguarding, child protection, and health and safety procedures.		X
Experience of Windows/Apple operating systems.	X	
Experience with Android/Google Operating Systems		X
Skills		
Good communication and presentation skills, both written and verbal	X	
Problem solving skills.	X	
High level of accuracy and attention to detail	X	
Ability to manage own workload effectively and respond swiftly to tight deadlines.	X	
Good interpersonal skills, with the ability to enthuse and motivate others and develop effective partnerships.	X	
Trustworthy, honest and discrete, able to maintain confidentiality	X	
Willingness to work flexibly and work extra hours as necessary to meet the needs of the Trust	X	
Good level of IT skills including Microsoft Office software	X	
Attributes		
Committed to the Mowbray Education Trust values and aims	X	
Aware of and committed towards equal opportunities	X	
Committed to own continual professional development	X	

Other		
Ability to travel to other Multi Academy Trust sites		X
Is fluent in the use of the English language	X	

All roles are subject to full pre-employment safeguarding checks; including an Enhanced DBS with Barred List check.