

## **Apprentice IT Technician Job Description**

**Responsible to:** **Trust IT Manager/Headteacher**  
**Grade:** **Apprentice Rate Payscale**

### **Main Purpose:**

To support the delivery of an efficient and effective IT support service across the Trust while undertaking a structured apprenticeship programme. The Apprentice IT Technician will play a key role in supporting the rollout of the Trust's new IT device scheme, while gaining practical knowledge and hands-on experience across a broad range of IT functions.

### **Duties and responsibilities**

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the Line Manager and/or headteacher.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder.

### **Job specification**

#### **Operational:**

- Manage identified areas of responsibility as agreed with the Trust IT manager;
- Carry out special project work as directed including the role out of the IT device scheme;
- Establish and maintain good relationships with all students, parents/carers, colleagues and other professionals;
- Assist with the operation of the Trust school's information and communication networks, undertaking appropriate repairs as necessary;
- Assist with the effective development of the Trust school's information and communications networks including the website;
- Ensure that only approved and licensed software is purchased or used;
- Advise and assist the Line Manager and the senior leadership team on hardware and software matters within the Trust schools including any IT developments, relevant bids and suppliers;
- Assist administrative staff with hardware and software operations as required by their line manager;
- Ensure that staff and students have a satisfactory, robust, reliable and secure IT environment, including backup schemes for the curriculum and administration IT environments;
- Co-ordinate the installation and configuration of hardware and software including new releases, carry out testing and train staff and students;
- Assist in the monitoring of the performance of hardware, software and the network, identifying problems and resolving them, and advise the Line Manager of issues and potential improvements;
- Assist in providing live run scheduling and monitoring as required, including integrity checking for archive/backup data including data export for networks and other regular housekeeping and maintenance procedures;

- Identify problems and ensure their resolution, advising the line manager of issues, potential improvements and projected developments;
- Assist in ensuring security of work on the network by maintaining a regular programme of backing-up, including mirrored data, and setting and monitoring access levels of all users;
- Ensure the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation;
- Assist in maintaining accurate and up-to-date records of all IT hardware and software on site including signing out/in to staff, for example, laptops and digital projectors;
- Check and re-fit toner and cartridges and carry out periodic printer maintenance such as head cleaning and alignment;
- Co-ordinate the control of stock, including liaising with suppliers, maintaining records, and monitoring stock levels;
- Assist in maintaining a log of problems, changes and resolutions;
- Assist in monitoring and managing the use of the internet within the school and report issues to the Line Manager;
- Support the network by adding new members of the Trust school community and the archiving of user materials from school leavers before removal of their user accounts;
- Support the delivery of INSET programmes for staff and assemblies as required;
- Stay up to date with relevant DFE guidance to support the role of IT technician.

**Training:**

- Participate fully in the Level 3 IT apprenticeship, including off-the-job training requirements;
- Develop technical knowledge, customer service skills, and professional behaviours relevant to an IT support role.

**Other Duties:**

- Maintain confidential and comprehensive records of all work undertaken;
- Study towards a Level 3 qualification in Business Administration;
- Comply with Health and Safety Regulations.

**The above list is indicative and not exhaustive. The post holder is expected to carry out all such additional duties as are reasonably commensurate with the role.**

This job description is not exhaustive and subject to review by the People Services Manager in consultation with the post holder as appropriate to the changing needs of the Academy, or anticipates changes in the job commensurate with the grade and job title.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

The Trust will endeavour to make any necessary reasonable adjustment to the job and the working environment to enable access to employment opportunities for disabled applicants or continued employment for any employee who develops a disabling condition.

**Signed.....**..... **Date.....**

**Employee**

**Signed .....**..... **Date .....**

**CEO**

## Senior IT Technician - Person Specification:

Essential	Desirable	Evidence
<b>Qualifications and Experience:</b>		
<ul style="list-style-type: none"> <li>Studied to a minimum standard of GCSE (grade A*-C) or equivalent, in English and mathematics</li> </ul>	<ul style="list-style-type: none"> <li>Further education qualification relevant to the field</li> <li>Experience of working in a school or similar establishment</li> </ul>	Application form Letter of application References Interviews Certificate/s (to be available at interview)
<b>Knowledge and Skills:</b>		
<ul style="list-style-type: none"> <li>Ability to build and form good relationships with colleagues and students</li> <li>Ability to work constructively as part of a team, understanding school roles and responsibilities including own</li> <li>Ability to absorb and understand a wide range of information</li> <li>Ability to improve own practice/knowledge through self-evaluation and learning from others</li> <li>Verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and other professionals</li> <li>Good standard of numeracy and literacy skills</li> <li>Good analytical and problem-solving skills</li> <li>Can proficiently use office computer software including word-processing, spreadsheet, database and internet systems</li> </ul>	<ul style="list-style-type: none"> <li>Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation e.g. concerning licences</li> </ul>	Application form Letter of application References Interviews

<b>Personal Qualities:</b>		
<ul style="list-style-type: none"> <li>• Initiative and ability to prioritise one's own work</li> <li>• Able to follow direction and work in collaboration with line manager</li> <li>• Able to work flexibly to meet deadlines and respond to unplanned situations</li> <li>• Efficient and meticulous in organisation</li> <li>• Desire to enhance and develop skills and knowledge through CPD</li> <li>• Commitment to the highest standards of child protection</li> <li>• Recognition of the importance of personal responsibility for health and safety</li> <li>• Commitment to the Trust school's ethos, aims and its whole community</li> </ul>		Application form Letter of application References Interviews