

# JOB DESCRIPTION

Job Title	ICT Apprentice Technician
Job Type	Permanent
Job Hours	36 hours a week x 52.143 weeks per year
Pay Grade/scale	Apprenticeship rate £7.55 per hour for the first year, and age dependent thereafter
Location	Trust Wide
Responsible to	Chief Operating Officer (COO)

**Responsible for:** Supporting the IT Service provision to Trust academies - Newbridge Academy and Hatchside Academy (both split sites). Transport will be required to travel across sites.

**Role Purpose:** To provide support in delivering day to day IT Service, technology and ICT infrastructure needs across sites. Ensuring that IT systems function smoothly, securely, reliably and efficiently to support staff and pupils. To assist in the day to day running and support of the Astrum networks and interactive learning equipment, supporting the helpdesk by ensuring issues are addressed, documented and resolved in a timely and professional manner.

## Key Responsibilities

- Supporting the operational management of IT Services to support teaching and learning, business and administrative functions across the Academies & Trust.
- Supporting the maintenance of ICT software, hardware and related systems/equipment and for the resolution of identified technical problems, as well as providing general IT support to school staff & SLT.
- Supporting the provision of all IT equipment and services across Academies aiming to ensure full availability and suitable performance.
- Supporting Astrum Trust specialist provisions such as SALT/OT Therapy & Post-16/College with day to day IT requirements.
- Promoting and safeguarding the welfare of children and young persons across the Trust.

## Specific Duties

### **Service Operation**

- Supporting the operation of the school service desk, school management information systems and databases. To test, diagnose and resolve network, software and hardware faults (including peripherals), and perform maintenance repairs and upgrades where necessary.
- Support and provide 1<sup>st</sup> and 2<sup>nd</sup> line support for more complex requests and issues across the Academies, performing diagnosis and escalating to 3<sup>rd</sup> line support as required. Assist in maintaining a log of problems, changes and resolutions with 3<sup>rd</sup> line support.
- Identifying and aligning best IT practice across the Trust and its Academies.
- Management of starters/leavers on the network and emails/usernames and password management, device management.
- Deskside, classroom and application support, managing network sharing/access rights, monitoring system logs

#### **IT Estate**

- Support, maintain, develop and deploy all IT hardware and software resources used within the Academy & Trust.
- Support the maintenance of an accurate and up-to-date hardware Academy asset register which is used to inform the IT Refresh Strategy, Strategic Development Plan in line with the annual budget cycle.
- Support the maintenance of an accurate and up-to-date Academy IT software register including license details, renewal dates and costs, which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.
- Support the IT Technical with co-ordinating the control of 3<sup>rd</sup> party IT equipment (i.e. printers, telephones), including liaising with suppliers, maintaining records, and monitoring stock levels of IT consumables.
- Support with maintaining and monitoring the anti-virus/anti-malware provision and overall security of the IT systems to ensure the integrity of data, systems and resources.
- Support the management of active Academy network appliances including servers, switches, routers and firewalls where applicable.
- Support in maintaining Academy & Trust internet filtering/network security systems.
- Support the Trust and its Academies in building robust cyber-security resiliency and maintain data security.

#### **General**

- Develop excellent working relationships with colleagues internally, centrally and externally. Communicate with staff and stakeholders as part of ICT technical support to solve issues and provide ICT related information and assistance.
- Some travel between sites in the local area may be required.
- Be an effective and flexible member of the IT team.
- Work alongside the COO and IT Technician to maintain IT policies and procedures at all times.
- Ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required keeping abreast of developments with technology and communication solutions to keep the school running efficiently.
- To support and promote Astrum MAT ethos and values.
- Support the delivery of INSET Day programme for staff and assemblies as required.
- Stay up to date with relevant DFE guidance to support the IT technician.
- Within own area of responsibility work in accordance with the aims of the Equality policy, treating people with respect for their diversity, culture and values.
- Any other reasonable duties as directed by the Chief Operating Officer.
- These responsibilities may be varied from time to time to meet the changing needs of the Trust, but any changes will not alter the general character of the post nor the level of responsibility.

#### **SAFEGUARDING**

The Trust is committed to the safeguarding and wellbeing of students and expects all staff to share in this responsibility. You will be required to work under child protection screening, including enhanced DBS clearance and full reference checks from previous employers.

#### **HEALTH AND SAFETY**

The post holder is required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law following recognised codes of practice. The post holder is also required to be aware of and comply with the Trust policies on health and safety.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the line manager or the incumbent of the post.

## Person Specification for Lead ICT Technician

**Job Title:** ICT Apprentice Technician

**Reporting to:** Chief Operating Officer (COO)

**Astrum Multi-Academy Trust Central Team**

Specification	Essential	Desirable
<b>Qualifications/Other</b>	<ul style="list-style-type: none"> <li>GCSE Grade 4 or above in English, Maths &amp; ICT or equivalent.</li> <li>Personal interest in computers and IT equipment</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of further professional development and training in IT (e.g. Computer Science, ECDL)</li> <li>Driving license and own transport is preferred for local travel (Work related mileage reimbursed)</li> </ul>
<b>Skills, Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Ability to communicate effectively with both technical and non-technical staff</li> <li>Excellent interpersonal skills and able to work closely and establish positive working relationships throughout the schools and with other key stakeholders</li> <li>Attention to detail</li> <li>Excellent organisational skills</li> <li>Ability to both work using own initiative and work effectively as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>Ability to manage own time well</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>A commitment to safeguarding and promoting the welfare of children and young people</li> <li>High levels of personal and professional integrity</li> <li>High levels of discretion, confidentiality and awareness of data protection</li> <li>A proactive, flexible and versatile approach</li> <li>Ability to work effectively and calmly under pressure and manage multiple priorities. Working independently.</li> <li>A facilitative approach to problem-solving and a “can do” mind set</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>To undertake a Level 3 IT Apprenticeship Standard</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>