

Heathside Walton-on-Thames

IT Technician Apprentice

Job Description

Job Title	IT Technician Apprentice	Grade	Apprenticeship
Department	IT	Hours	36 Hour pw (Mon-Fri) Mon-Fri 8.00am -4.00pm
Reports To	IT Manager	Weeks	52

JOB PURPOSE

To assist in the day-to-day technical IT Support. You will work alongside the IT manager and where necessary third-party partners/parties to support the delivery of IT to staff and students.

TRAINING

During your apprenticeship (typically 21 months - this will be determined by your existing qualifications and/or experience) you will be assigned a Trainer and will work towards the IT Solutions Technician apprenticeship standard (level 3) which has highly transferable knowledge, skills and behaviours which can be applied across all sectors. You may also be required to complete Maths and English Functional Skills (this will be determined by your existing qualifications). Your Trainer will meet with you virtually every two weeks with onsite observations and formal reviews taking place every 12 weeks. You will be required to fully commit to the 20% off-the-job training requirements of the post alongside your normal day-to-day job.

MAIN DUTIES AND RESPONSIBILITIES

- Assist in the resolving of technical faults and changes put through to the IT support team within a timely manner and within the agreed service level agreements set out.
- Diagnose and resolve faults with Windows, Apple, and Android devices.
- Assist with the maintenance and repair of Audio-Visual systems.
- Support and test the roll out of device imaging and software packages.
- Progressing and escalating issues to the IT Manager or Senior Network Engineer
- Keep accurate records in the service management system (helpdesk) making sure that customers always receive feedback on the progress of faults and changes.
- Assist in the support and monitoring of IT Systems.
- Maintain the accuracy of asset management software, cataloguing new, updated, and retired devices. Use appropriate processes and face to face communications with our users to ensure information is relayed effectively.
- Provide excellent customer service and be fully responsive to the needs of the schools.
- Liaise with the IT team, trust, and school staff to help gather further information in relation to specific issues.
- Make visits to schools within the trust where necessary to progress solutions or analyse issues raised making use of remote tools where possible to reduce travel time.
- Work alongside third-party partners/providers either as part of the change implementation or as part of fault analysis and resolution.
- Assist with the support of systems such as Visitor Management, Lockdown Systems and Telephony and CCTV
- Follow approved procedures with regards to change control and change management. Identifying best practices and where appropriate, submitting articles to the IT knowledge base.
- Undertake a maintenance schedule on specified assets keeping accurate records of work undertaken.
- Prioritisation of own workload.
- Assist with other duties appropriate to the role under the direction of the IT Manager

Other Duties:

- Contribute to the Trust's culture and development by ensuring that you fulfil your professional responsibilities in relation to financial matters and are carrying out duties effectively.
- Share good practice across the Trust.
- Take responsibility for your own well-being;
- Support where appropriate with induction programmes and training to help support new staff.
- Take responsibility for your own career choices and actively seek CPD opportunities.
- Participate in appraisal and the achievement of objectives set which will be robust and measurable. Request adequate support to achieve these targets if this is appropriate.

Generic Duties relevant to all members of staff

- All staff are expected to be committed to the Trust ethos and values in everything they do and avoid any action that may be detrimental to the interests of the Trust.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the "Code of Conduct".
- As a member of the Trust your role will be mobile, and you will be asked to work at other academies within the Trust or partner schools and you should expect to travel between sites as required.
- Teaching and Learning is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role you are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems. The post holder may deal with sensitive material and should maintain confidentiality in all school related matters.
- All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.
- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- We expect all our employees to share our commitment in valuing all cultures, backgrounds and experiences and respect that diversity drives innovation.
- Every Child Every day is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Child Protection Officer.

The job description and person specification is current at the date issued, but may be updated in consultation with you to meet changes to regulations or circumstances. These would be commensurate with the grade and title of the post. This job description does not form part of the contract of employment it describes the way the post holder is expected and required to perform and complete the duties set out above. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

"This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment"

Person Specification	Essential	Desirable	How Assessed
Experience Experience of working as part of a team, ideally in an educational environment		D	App/Int
Skills, knowledge and abilities Ability to communicate effectively with staff and students and other stakeholders. Excellent ICT skills including Word, Outlook, and Excel Effective time management and organisational skills Ability to follow instructions and give advice Meticulous attention to detail & maintain high level of accuracy Ability to work on own initiative and under pressure to tight deadlines Ability to learn new skills and processes quickly	E E E E E E E		App/Int App/Int/Ref App/Int App/Int App/Int App/Int App/Int
Qualifications and Training Good standard of education including GCSE Maths and English L4+ or A-C or willingness to work towards Functional Skills Full Driving Licence	E E		App App/Int
Personal attributes Good interpersonal, presentation and communication skills, able to relate well to young people showing commitment to safeguarding. Responsible, calm, and confident Flexible including a willingness to travel between sites. Efficient, solution focussed and highly organised. Sensitivity, diplomacy, integrity and awareness of confidentiality Resilient and self-motivated with a commitment to continued improvement and personal development A team player, promoting equality of opportunity, participation and diversity.	E E		Int/Ref App/Int App/Int App/Int Int/Ref Int App/Int/Ref

App = Application

Int = Interview/Test

Ref = Reference

Employee Name		Line Manager Name	
Employee Signature		Line Manager Signature	
Date		Date	