

# Job Description Whitley Academy



**Job Title:** ICT Apprentice

**Grade:** Apprenticeship programme

**Location:** Whitley Academy

**Hours:** 37 hours per week  
(Full-time all year round contract)

## **Job Purpose:**

You will work as an ICT Support Assistant as part of the school support workforce. Day-to-day you will perform routine ICT tasks and contribute to the smooth running of the IT network.

You will be working towards a recognised ICT Professional Qualification. This may be work based or day release at College.

## **Duties and Responsibilities:**

- Provide technical support advice to students and teaching staff
- Perform routine ICT tasks
- Log all calls and provide first line fix
- Support staff in the use of ICT equipment
- Provide support and maintenance for network hardware and software, including classroom support
- Provide technical support for curriculum and School events
- Facilitate the smooth running of the network by undertaking reasonable tasks as required, including some administrative tasks
- Report faults to the ICT Manager as required.
- Support the School's internet, Email and data centre
- Support the day-to-day running of the network in collaboration with the ICT Manager
- Manage small projects
- Registration of IT Hardware onto the Asset Register
- Support in-house training as and when required
- Attend meetings as and when required
- Be aware and comply with the policies and procedures relating to child protection, equality and diversity, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Undertake statutory training as and when required

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

This School is committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expect all staff and volunteers to share this commitment.

All posts within this School are exempted under the Rehabilitation of Offenders Act 1974 and, as such, appointments to these posts will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure & Barring Service. All duties and responsibilities must be carried out with due regard to the Whitley Academy's Health & Safety Policy

Duties which include the processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible to: ICT Manager

Date Reviewed: **March 2017**