JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	IT Technician (Apprentice)	Location	The Hart School, Rugeley, Staffordshire
Salary	Apprenticeship Rates	Hours	37 hours per week, whole year
Department	IT Team	Reports To	Senior IT Technician

JOB PURPOSE:

To provide excellent IT support and customer service, working with the Regional IT Manager & Senior IT Technician to support the IT systems, applications & associated software at the school.

The role is part of the wider Creative Education Trust IT Support Team and as such with agreement some occasional support may be required in other CET schools.

KEY RESPONSIBILITIES AND DUTIES:

Key Responsibilities

- Be an active member of the IT support team ensuring a high level of customer service and support is provided to all internal and external users (Staff, Visitors, Students, Parents).
- To encourage a culture where all incidents and requests are logged, triaged, updated and resolved on the IT Service Desk in line with service level targets.
- To contribute to weekly service desk reviews and flag any issues you are aware of to the Senior IT Technician where service level targets are not being met.
- Maintain regular communications with the appropriate staff until incident / request resolution.
- To act at the first line of support in school, escalating where necessary to the Senior IT Technician, Regional IT Manager, wider trust IT support team, 3rd party support providers, and other stakeholders to resolution.
- Document fixes/workarounds to common problems so that this knowledge can be shared across the wider IT support network.
- Prepare devices for use including desktops, laptops, chromebooks & iPads.
- Provide high-quality technical support and advice to the school.
- To continually develop your own knowledge and expertise with common local and cloud packages; supporting others in their use of these systems. This may include production of support materials & user guides.
- Help maintain & support the IT hardware estate, including educational technology (i.e. classroom desktops, laptops & AV), as well as non-educational technology (i.e. CCTV, VOIP phones, access control).
- To play an active role in incident investigation, including retrieval and secure sharing of footage from the CCTV system to key behavioural & leadership staff, with awareness of GDPR at all times. This work may include blurring of footage to prevent identification of other data subjects.
- Advise administrative, reprographic & wider staff in best practice of use of MFD & print equipment in school.
- Monitor consumable levels and flag any issues with automated replenishment, placing manual orders when needed.
- Replenishment of toner and/or paper when necessary.
- Resolve basic faults with MFD & print equipment, escalating to 3rd party support when necessary.

- Under the direction of the Senior IT Technician testing and installation new software.
- To ensure new starters have proximity ID Badges issued & enrolled on systems (i.e. access control). Undertake IT induction with new starters, covering the acceptable usage policy, mandatory training & basic use of key equipment.
- To ensure leavers access to IT systems has been revoked when needed, liaising with The Senior IT Staff & HR when clarification is needed.
- Maintenance & management of classroom & whole school audio visual equipment, ensuring best practice around energy saving.
- Keeping the IT Fixed Asset Register maintained and up to date at all times, ensuring high assurance in external audits.
- Help promote the school's cyber security awareness culture, advising users in best practice.
- Where required locally:
    - To assist with and upload content to Social Media Platforms.
    - To inform SLT of trends and patterns in Social Media engagement.
    - To record & edit promotional material for the school, this may include photos, videos, & checking consent.
    - To maintain and update the Digital Signage system regularly.
    - To Advise Senior Staff on trends and patterns relating to the school One to One Scheme and usage of other school-based resources i.e. classroom trolleys.
    - Support the schools 1 to 1 scheme, ensuring timely repairs for students, parent questions are answered and to maintain a working relationship with external companies.
- With agreement to support additional activities out of hours such as parents' evenings, open evenings, school trips etc...
- Be aware of the General Data Protection Regulations (GDPR) and be able and prepared to enforce these regulations.
- To respond positively to changes in IT development for the benefit of the school.
- Work with the Regional IT Manager and Senior IT Technician to implement the school IT vision and core values.
- Undertake other tasks as required by the Regional IT Manager, Senior IT Technician, and Senior Leadership Team.

Support for the School
- Work co-operatively with other support and teaching staff.
- Play a full part in the life of the academy community, to support its distinctive mission and ethos and to encourage staff and students to follow this example.
- Be aware of and support diversity and ensure equal opportunities for all.
- Appreciate and support the role of other professionals.
- Participate in training and other learning activities and professional development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Comply with Creative Education Trust policies.
- Carry out any such duties as may be reasonably required by the Creative Education Trust
- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with you.
- Be aware of, support and ensure equal opportunities for all.
- Attend and participate in relevant meetings as required.
- Assist with student needs as appropriate during the school day.

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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 or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the Trust at the reasonable discretion of the Principal.

JOB REQUIREMENTS:

	Essential	Desirable
QUALIFICATIONS	• GCSE English and Maths. Grade C or above (or equivalent).	• Further qualifications relevant to the role.
EXPERIENCE	• Recent and relevant experience of working with IT.	• Experience of working in the IT sector in a school setting.
KNOWLEDGE AND UNDERSTANDING	• Knowledge of implementing a school's behaviour policy. • Knowledge of current developments in education • Understanding of the importance of confidentiality issues	• Knowledge of effective strategies to improve attendance and behaviour • Experience of inter-agency work • Knowledge of Pupil Premium funding and its effective use
SKILLS AND PERSONAL ATTRIBUTES	• Be well organised, flexible and adaptable •	• Good ICT skills including an understanding of Arbor
EQUAL OPPORTUNITIES	• A demonstrable commitment to supporting and promoting safeguarding, student welfare, equality and diversity	
SAFEGUARDING	• A thorough understanding of up-to-date safeguarding requirements and best practice • A commitment to safeguarding and promoting the welfare of children and young people	
OTHER REQUIREMENTS	• High expectations for every pupil and a proven track record of making a difference to the learning and experiences of pupils inside and outside the classroom. • A commitment to the Academy Trust's vision, values, aims and objectives	