

JOB DESCRIPTION

Job Title:	Apprentice IT Support Technician (Fixed Term for 12-14 months)
Grade:	£200.00 Per Week Plus Travel to Training
Responsible to:	IT Service Delivery Manager
Hours per week:	A minimum of 36 hours per week to meet the requirements of the post.

Main Purpose of the Role

To support all Guildford College Group employees and students with the ICT equipment and software that is in use across all three of the group's campuses. This also includes the use of mobile devices such as iPad's and Mobile Phones along with our Skype for Business unified communications service.

Principal Accountabilities

1. Providing support for users via email, telephone and visiting user locations on a range of supported devices to enable users to effectively complete their work
2. Assisting with installation and upgrades of hardware and software, including cable installations as directed by the ICT Service Delivery Manager
3. To assist with prompt rectification of faults that may occur
4. Assisting the ICT Department in supporting a Virtual Learning Environment
5. Ensuring site security and data integrity are not at risk
6. To assist with system administration duties for users' accounts on relevant systems
7. To help setup and maintain the school's audio visual equipment for functions as requested
8. To support whiteboards, projectors and audio systems within the classrooms
9. Maintain confidentiality in and outside the workplace with particular regard to data on the Trust's computer systems
10. Assist on department projects and input at the required level as necessary

General Accountabilities

1. Lead, promote and support the development of the College's Equality and Diversity policies, procedures and practices as they relate to students and staff.
2. Develop effective contact, liaison and working relationships with colleagues in the College and other bodies as appropriate.
3. Support the development of the learning organisation and facilitate cultural change.
4. To engage in professional development and networking to ensure that professional and strategic contributions are up-to-date.
5. Complying with the College Health and Safety Policy and all relevant health and safety requirements.
6. Participating actively in the performance management scheme, agreeing objectives, attending reviews and undertaking professional development as required.
7. All employees are expected to be fully committed to policies and processes on equality, diversity and safeguarding.
8. Such other duties as may be reasonably expected of the post holder.
9. This list is not exhaustive and is only an indication of responsibilities.

Training Identified for the Post

ALL employees must complete the following mandatory training:

1. Data protection training.
2. Induction training.
3. Equality and Diversity training.
4. Safeguarding training including a three yearly update.
5. Health and Safety training.
6. Prevent training including a three yearly update.
7. Keeping updated with developments in the appropriate professional area.
8. Safer recruitment training (management posts only)

Along with the above training you will be required to attend technical training towards 3 Microsoft Technology Associate (MTA) Modules with our partner QA Apprenticeships. As well as the above modular exams you will be required to take a British Computer Society Assessment.

The modules to be covered are:

Module 1: Introduction, and Networking and Architecture

Module 2: Mobile and Operating Systems
Module 3: Cloud Services

Please note

The person appointed to this post will, from time to time, have contact with students, many of whom are under eighteen year of age, and some under sixteen years, a number of whom may have moderate to severe learning difficulties and/or disabilities. As such, the postholder will be required to have an Enhanced DBS check along with other mandatory checks.

As the College is a multi-campus site, flexibility and willingness to work across sites will be required.

This job description reflects the requirements of the post at August 2016 but may be amended from time to time following consultation with the post holder.

Safeguarding Requirements

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to share this commitment. The successful applicant will be required to undertake appropriate safeguarding checks (including a DBS check at Enhanced level) as well as providing proof of right to work in the UK.

Equality, Diversity and Inclusion and British Values

As we are a diverse college that respects differences in race, disability, gender, gender identity, marital status, sexual orientation, age, faith or belief, trade union membership or activity, background or personal circumstance, we welcome all applications. We want everyone to feel valued and included in the college community and to achieve their full potential. The College is opposed to any form of discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate. The College is committed to promoting the Prevent agenda along with Fundamental British Values. We aim to provide an open, welcoming and safe environment for all of our students, employees and visitors.

PERSONAL SPECIFICATION: Apprentice IT Support Technician

	Essential	Desirable
Experience	Enthusiasm for a career in IT!	<p>Basic working knowledge server networking software</p> <p>Understanding of web page design</p> <p>Organisational skills in relation to systems, users and equipment</p> <p>Basic understanding of the main hardware and software components of a PC</p> <p>Understanding of impact of Health & Safety and Data Protection legislation in the context of ICT systems</p>
Qualifications	5 GCSEs (C and above) or equivalent – including Maths and English	
Knowledge	Basic working knowledge of common user applications: Microsoft office applications	
Skills	<p>Ability to Multi Task</p> <p>Knowledge of IT platforms and operating systems.</p> <p>Ability to listen carefully and ability to problem solve</p>	
Personal Qualities	<p>Articulate and able to communicate professionally with colleagues at all levels, both internally and externally.</p> <p>Ability to work as part of a team and support colleagues.</p> <p>Ability to cope with a demanding workload.</p> <p>Prepared to take and implement decisions and accept responsibility for own actions.</p> <p>Self-motivated.</p> <p>Act in a professional manner</p> <p>Willingness to learn new skills</p>	

	Ability to be accurate and methodical	
	Good sense of humour	
Other	Ability and willingness to travel between sites and elsewhere on a regular basis.	
	Ability to work flexibly as some evening duty may be required to meet the needs of the College.	