



## Job Description

JOB TITLE:	ICT Support Technician – Apprentice
LOCATION:	Predominantly based at Goffs, with deployment to Goffs-Churchgate and Flamstead End School as required by the Trust
GRADE/SALARY:	£16,591 per annum for the first year of the course
WORKING HOURS AND ANNUAL LEAVE:	Full-time for the duration of your course – 8.00am – 4.00pm, Mon-Thurs, 8.00 – 3.30pm, Friday (flexibility maybe required depending on demands) Annual leave entitlement - 25 days holiday plus bank holidays
PURPOSE OF YOUR JOB:	<ul style="list-style-type: none"> <li>• To support staff and students in all ICT areas</li> <li>• To ensure ICT in classrooms works effectively, underpinning learning and teaching and staff productivity.</li> </ul>
REPORTING TO:	<ul style="list-style-type: none"> <li>• Director of ICT / ICT Manager</li> </ul>
STAFF REPORTING TO JOB HOLDER:	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
CONTACTS WITHIN THE TRUST:	<ul style="list-style-type: none"> <li>• Trust leadership</li> <li>• All other teaching and support staff within the Trust</li> </ul>
CONTACTS OUTSIDE THE TRUST:	<ul style="list-style-type: none"> <li>• Apprenticeship Provider</li> <li>• Software and hardware suppliers</li> <li>• Herts for Learning</li> <li>• Telephony and networking service providers</li> <li>• ICT maintenance service providers</li> </ul>
MAIN TASKS AND RESPONSIBILITIES:	<ul style="list-style-type: none"> <li>• To assist the ICT Team in ensuring the smooth and efficient delivery of learning &amp; teaching across the Trust</li> <li>• To support the development of all front-facing and social media platforms across the Trust</li> <li>• To regularly check the ticket system and provide first and second line support</li> <li>• To diagnose and repair basic faults on ICT equipment and peripheral equipment such as MFDs (Multi-Functional Devices that provide print/copy/scan services), interactive</li> </ul>

	<p>whiteboards, screens, projectors etc. and ensure that these are always in full working order</p> <ul style="list-style-type: none"> <li>• To support the ICT team in ensuring that ICT teaching rooms are checked for damage and missing equipment daily, and that a full log is maintained of outcomes</li> <li>• To install and test software and configure machines.</li> <li>• To set up and maintain AV equipment for assemblies and school events, including staying for evening events as needed.</li> <li>• To set up and maintain user network and email accounts and remove where appropriate</li> <li>• To ensure that all ICT and media equipment is fit for purpose and is regularly tested in line with Health and Safety</li> <li>• Other ICT related activities as directed by the Senior ICT Technician and Director of Corporate ICT</li> <li>• To be responsible for safeguarding and always promoting the welfare of children</li> </ul>
<p>KNOWLEDGE, EXPERIENCE AND TRAINING TO BE DEVELOPED THROUGH THE APPRENTICESHIP</p>	<p>Networking and Architecture</p> <ul style="list-style-type: none"> <li>• Mobile and Desktop Operating system</li> <li>• Azure Cloud Support Specialist</li> <li>• Basic coding and logic</li> <li>• Familiarity with AV equipment</li> <li>• Ability to work unsupervised and to respond promptly to requests for support.</li> <li>• To remain calm under pressure with strong interpersonal skills</li> <li>• Organisational and efficiency skills</li> <li>• The ability to communicate effectively.</li> <li>• Interpersonal skills</li> <li>• Initiative</li> <li>• The ability to follow the policies, systems, and procedures of the Trust.</li> <li>• The importance of confidentiality</li> </ul>

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.