



Kingsthorpe
College

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IT Support Apprentice



Collaborative
Academies
Trust

Job Description

Line Manager: IT Systems Engineer

Main Purpose

As an IT Support Apprentice, you'll be working closely with the rest of the team to support the ICT Systems Manager in providing a safe, effective and reliable IT environment for the school's large and varied user base, keeping the school at the forefront of information technology. Provision of:

- Support for the school to ensure that the school's ICT Services are successfully in place
- Support for the curriculum to ensure that all stakeholders have access to the necessary hardware and software to enhance their teaching and learning
- Support for all staff to ensure that they have the equipment, resources and knowledge to undertake their role within the school successfully
- Support for all students to enable them to access the curriculum regardless of ability
- Support for the IT Systems Manager

Main duties and responsibilities

- Monitor the school's IT helpdesk, ensuring that all jobs are logged, and all assigned work orders are prioritised and dealt with in a timely manner, whilst maintaining good communication with users
- Provide basic technical support to staff, students and visitors to the school, either in person or using email, phone or remote assistance tools
- Install and maintain computers, laptops, tablets, printers and scanners
- Keep user accounts, email accounts, address books and distribution groups up to date
- Monitor and update virus and malware software
- Provide face to face support in a calm and professional manner, being able to self-manage workload and prioritise.

These above mentioned duties are neither exclusive nor exhaustive and the post-holder may be required to carry out other duties as required by the School.

It is the practice of this College to examine Job Descriptions and to update them to ensure that they relate to the jobs as they are being performed or to incorporate whatever changes are being proposed. It is the College's aim to reach agreement on any alterations. If this is not possible the Headteacher reserves the right to direct change to your Job Description after consultation with you.

Kingsthorpe College is committed to safeguarding and promoting the welfare of children and young people and expects all members of staff to share this commitment.