

## JOB DESCRIPTION

## Clevedon Learning Trust

Valley Road | Clevedon  
North Somerset | BS21 6AH  
01275 876744

office@clevedonlearningtrust.org.uk  
www.clevedonlearningtrust.org.uk

**Executive Headteacher:** John Wells



## ICT Apprentice Technician

**Line Manager:** ICT Manager  
**Other Stakeholders:** CLT Central Team | ICT Senior Technician | Schools SLT  
**Responsible for:** N/A

### CONTEXT

Clevedon Learning Trust provides ICT support in-house to a number of schools within the Trust, from an ICT base at Clevedon School. This enables cohesive decision making across the Trust and embeds the ICT Support team into school life, events, activities and of course our key business of teaching and learning – putting your skills and talents to use for the improvement of our systems, software and hardware for the benefit of students and staff alike.

The role of ICT Apprentice Technician is a key one. The successful candidate will work as part of a small and effective team. Creative thinking in the current climate of tight financial constraints is a must for this role, as is a willingness to get involved in all aspects of the role and the wider Trust community.

### A. MAIN AREAS OF DUTY

1. With the ICT Support team, provide specified technical support to meet the educational needs of all students.
2. To solve ICT and network problems and prevent reoccurrence (by identifying causes) and provide front line advice and help for students, teachers, and support staff in relation to hardware and software problems.
3. To provide in-class support when requested and deliver aspects of training for staff and students in the ICT support service.
4. To provide telephone and remote desktop support to other schools within the Clevedon Learning Trust.

### B. SPECIFIC DUTIES

1. To maintain and support the network and standalone printers in the school. This will include distributing replacement toner cartridges.
2. To monitor and respond to support requests through the Trust IT helpdesk system (Spiceworks).
3. To carry out minor repairs to desktop PCs and other IT hardware devices.
4. To work with the ICT Support Team on testing and installing new software.
5. To work with the ICT Support Team on the use and support of Office 365.
6. To monitor the filtering of websites and unblock or block sites following the change request system.
7. To maintain and update the ICT inventory by regular checks of equipment.
8. To work with the ICT Support Team on the provision of staff training and documentation.
9. To provide advice and technical support for all users within the Trust on ICT equipment as well as working with and supporting pupils using computer equipment and providing assistance in the classroom where necessary.
10. To be aware of, comply with, and enforce, policies and procedures relating to child protection, security and confidentiality, reporting all concerns to an appropriate person in line with the school policies.

11. To maintain confidentiality at all times in respect of Trust-related matters and to prevent the disclosure of confidential and sensitive information in line with the principles of GDPR.
12. To work at all times with a sense of “customer care” – the customers being, in the main but not exclusively school employees and students.
13. To carry out such other duties as are required and as are commensurate with the grade of the post.

## AND IN ADDITION

Having a willingness to take responsibility for one’s own professional development and to engage with further training and opportunities.

To attend any other meetings and fulfil other duties as may, from time to time, be reasonably directed by the Line Manager.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified. The allocation of particular responsibilities may be amended by agreement from time to time.

## NOTES

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

The job description is current at the time of publication but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

## QUALIFICATIONS AND EXPERIENCE

AREA	ESSENTIAL	DESIRABLE
<b>Education</b>	Candidate will have a qualification in English and maths equivalent to GCSE Grade C or above or Level 2, on the national vocational framework, plus 3 other qualifications at this level.	Evidence of other relevant qualifications.
<b>Experience</b>	Experience of working with ICT hardware and software including identifying and repairing faults.	<p>Experience of working in ICT support environment.</p> <p><i>A broad range of practical technical experience and knowledge, including:</i></p> <ul style="list-style-type: none"> <li>• <i>Different hardware, including: Whiteboards, Projectors, PCs, Printers, iPads, iMac.</i></li> <li>• <i>Office 365 and Exchange</i></li> <li>• <i>MS Office</i></li> <li>• <i>Windows Server</i></li> <li>• <i>Switch and Wireless management</i></li> </ul> <p><i>A range of networking technologies, systems, software and hardware</i></p> <p>Knowledge of:</p> <ul style="list-style-type: none"> <li>• Building servers and workstations</li> <li>• Understanding of networking concepts: TCP/IP, LAN/WAN, DHCP, DNS, Routing, Switching and Firewalls.</li> <li>• Email and spam troubleshooting.</li> <li>• Data Backup and recovery</li> <li>• SQL Server</li> </ul>

<b>Qualities</b>	<p>Excellent communication and interpersonal skills.</p> <p>The ability to relate to, and establish effective relationships with students, staff and parents.</p> <p>Excellent organisational skills and the ability to effectively multi-task, plan and prioritise workload to meet deadlines.</p> <p>Ability to work on own initiative and to 'think outside the box' for problem solving.</p> <p>Good time management, flexible, motivated, confident, assertive.</p> <p>Ability to manage change.</p> <p>Respect confidentiality.</p> <p>Enthusiastic and positive with a 'can-do' attitude. Be calm, patient and kind.</p> <p>A willingness to be flexible about working hours.</p>	Full UK driving licence