

*At Lady Manners School we strive to attain the highest standards in our work, have respect for others and develop our individual talents.*

**JOB DESCRIPTION**

**POST TITLE:** AssistantMedia& ICT Apprentice/Technician

**MEMBER OF STAFF:**

**GRADE:** 5

**RESPONSIBLE FOR:** N/A

**RESPONSIBLE TO:** Network Manager

**OVERALL RESPONSIBILITY:**

To support the delivery of ICT support services, including the provision of first line support to users, supporting in reprographics, and implementing media requirements to aid teaching and learning. To assist in the maintenance and development of the school’s ICT and media infrastructure.

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

1. Work on the ICT service desk and assist users with reactive support on basic hardware and software problems:

* Receive and log telephone calls, emails or face-to-face enquiries, ascertaining the nature of the problem, impact, and urgency.
* Resolve basic problems (for example, forgotten passwords, printer credits etc).
* Create and update task lists for all problems raised, referring more complex issues to colleagues.
* Ensure effective customer service by keeping users informed of progress in resolving the ICT problems raised.

1. Ensure that media equipment is available to aid teaching and learning:

* Set up media equipment for lessons and assemblies.
* Carry out a rolling programme of checks on media equipment to ensure it is functional for use and carry out routine maintenance tasks where necessary.
* Carry out downloading of television/radio programmes where possible to prepare them for use within the curriculum and catalogue them accordingly.
* Assist teaching staff with the technical support of practical examination work and extra-curricular activities.

1. Support the smooth running of the ICT department:

* Provide administrative support for the purchase of IT/Media equipment.
* Ensure all ICT equipment is registered onto the Asset and Portable Appliance Testing registers and labelled appropriately.
* Maintain stock levels for printer and ICT consumables such as cartridges, media, computer peripherals, ID cards etc.
* Maintain the software licence inventory.
* Administer the removal of redundant ICT hardware under the direction of the Network Manager and in accordance with agreed policy.
* Report faulty equipment to the relevant IT suppliers and monitor the repair process through to completion.
* Assist colleagues in the team with ICT development projects.

1. Support with reprographics processes:

* Operate the school’s reprographic machinery, carrying out all types of reprographics work (e.g. photocopying, laminating, binding, and scanning).
* Provide support to teaching and support staff on the use of the Multi-Functional Devices and centralised print facility.
* Utilise information technology in relation to Reprographics (e.g. placing work on the school network, using print management software).
* Ensure all department printing and stationery is logged.
* Assist with the routine upkeep of Multi-Functional Devices (e.g. filling with paper, changing toner, meter readings etc.).

**GENERAL DUTIES AND RESPONSIBILITIES:**

1. Undertake training and development activities relevant to the position.

1. Co-operate with the school in complying with relevant health and safety legislation, policies and procedures.
2. Carry out the duties and responsibilities of the post in compliance with the school's equal opportunities policy.
3. Support the aims and ethos of the school.

5. Maintain confidentiality and observe data protection and associated guidelines where appropriate.

6. Maintain an awareness of Safeguarding Children, Safer Working Practice and Every Child Matters initiatives.

7. Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

**PERSON SPECIFICATION**

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|  | **Essential or Desirable** |
| **Experience: NB: specific work experience is not required to apply for the apprentice role.** | |
| Working in a customer-focused environment | Essential |
| Working in a team | Essential |
| Working with media equipment | Essential |
| Using standard PC software (e.g. Microsoft Office) | Essential |
| Providing technical/practical support to others | Essential |
| Managing stock levels | Desirable |
| **Qualifications:** | |
| Good standard of education at GCSE or equivalent | Essential |
| IT Practitioner qualification at level 2 or equivalent (not required for apprentice role) | Desirable |
| Evidence of continuing professional development (note required for apprentice role) | Desirable |
| 5 GCSEs grade C+ including English and Mathematics | Desirable |
| **Knowledge:** | |
| Understanding of the importance of safeguarding children and of safer working practice | Essential |
| Media equipment | Essential |
| General awareness of current and emerging information technologies | Essential |
| Knowledge of standard PC software (e.g. Microsoft Office etc.) | Essential |
| Understanding of PC applications (e.g. Windows OS, networking etc.) | Desirable |
| Performing arts technical equipment/ resources | Desirable |
| Knowledge of reprographics processes | Desirable |
| **Skills:** | |
| Competent in the use of ICT | Essential |
| Ability to deal with conflicting demands and prioritise tasks for self and others | Essential |
| Analytical and problem-solving skills | Essential |
| Ability to recognise the need for and maintain a high degree of confidentiality | Essential |
| Ability to relate to teachers, other professionals, parents and students | Essential |
| Ability to work as part of a team and on own initiative | Essential |
| Ability to work calmly and professionally under pressure | Essential |
| Attention to detail | Essential |
| Ability to organise and prioritise work effectively and to deadlines | Essential |
| Good communication skills | Essential |
| **Attitudes and Values:** | |
| Commitment to school improvement and raising achievement for all students | Essential |
| Ability to form and maintain appropriate relationships and personal boundaries with young people | Essential |
| Takes responsibility and understands accountability | Essential |
| Committed to the needs of the students, parents and other stakeholders | Essential |
| Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations | Essential |
| Adaptable to change | Essential |
| Ability to relate to and promote the school ethos | Essential |
| **Other:** | |
| Willing to self-improve / attend training | Essential |
| Approachable manner | Essential |
| An interest in ICT | Essential |

*The post-holder must be prepared to carry out additional duties which may reasonably be required by the Headteacher. The duties of this post may vary from time to time, as required by the Headteacher, without changing the general character of the role or the level of responsibility.*

Evidence will be drawn from some or all of:

* Letter in support of application
* Application form
* Response to questions during interview
* Test or task
* References