

Lilian Baylis Technology School

Post title: IT Technician Apprentice

Salary: Apprentice Level 2

Responsible to: IT Manager

Contract: Term Time Only (39 weeks), 17 months fixed length contract

Main Purpose of the Job:

- Provide responsive 1st-line technical support to staff and students, ensuring the smooth operation, security and continuous improvement of Lilian Baylis Technology School's ICT infrastructure
- Completing the Level 3 Information Communications Technician apprenticeship standard.

Major duties and responsibilities:

- Service desk & incident management – log, categorise and resolve tickets on our ITIL based service desk, escalating complex issues where necessary.
- 1st-line hardware/software support for Windows, ChromeOS and iPad devices, plus interactive panels, sound systems, school MIS system, and projectors.
- Print management - support operation of all printers within the school including replacing toners, clearing jams, adding credit to user accounts and work with printer repair support contractors.
- Support the schools Chromebook deployment, assisting in and completing repairs and maintaining accurate records of their assignment within Google admin centre.
- Network & connectivity – assist with wired/wireless troubleshooting, patching, backups and disaster-recovery tests.
- Account administration – create/maintain user accounts, permissions and security groups in Active Directory, Microsoft Entra ID, Google Workspace and our MDM platform.
- Endpoint management – use RM/MECM/Meraki/Google Admin to deploy images, updates and policies.
- Classroom support – set up AV or specialist kit and provide just-in-time help during lessons or events.
- Asset & licence management – update the ICT inventory and assist with annual audits.
- To comply with all requirements for the recycling of toner cartridges and other IT / AV related materials (ensuring School maintains regulation with WEEE regulations).
- Policy compliance – follow all school policies, including Health and Safety, GDPR and Safeguarding.
- Professional development – actively engage with apprenticeship coursework, assigned training and in-house CPD, sharing new knowledge with the team.
- To undertake any other tasks which may be required by the Senior IT technician and IT Manager
- To attend meetings, delivery training and offer guidance on technical issues to staff

Person Specification:

Essential criteria

<u>Skill / Quality</u>	<u>Requirement</u>
Qualifications	Five GCSEs (Grades 4-9) including English, Maths and a science/IT subject, or equivalent experience
Passion for IT	Evident interest in technology and problem-solving
Eligibility	Must meet ESFA funding rules (three-year UK residency) and commit to completing the Level 3 apprenticeship
Customer focus	Friendly, patient manner and proven ability to communicate with end-users of varied technical ability
Organisation	Able to prioritise and document tasks accurately in a busy service-desk environment
Adaptability	Willingness to work flexibly, occasionally outside core hours, and to learn new systems quickly
Safeguarding	Commitment to upholding school safeguarding and data-protection policies

Desirable criteria

<u>Skill / Quality</u>	<u>Added advantage</u>
Technical experience	Hands-on familiarity with Windows 10/11, Windows Server, iOS or ChromeOS
Cloud knowledge	Experience with Microsoft 365, Google Workspace or other SaaS platforms
Scripting	Basic PowerShell, Bash or Python to automate routine or repetitive tasks
Innovation	Ability to suggest practical improvements to ICT services

Key relevant Lambeth and national regulations that apply (although others not stated also apply as adopted by Lambeth Council and/or the Governing Body)

GDPR/Data Protection

To carry out duties of the post in accordance with the GDPR/Data Protection Act, the Computer Misuse Act, The Health & Safety at work Act and other relevant legislation such as 'Freedom of Information Act', as well as Council policies, procedures, standing orders and financial regulations.

Equal Opportunities

To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations. To ensure that Council's values in respect of equality and diversity are fully expressed in the delivery of the service.

Health & Safety

To carry out all duties with full regard to the employee's legal obligations to maintain their own health and safety at work, to be aware of the impact of activities on the health and safety of others and to comply with any Department and local health and safety procedures or instructions.

Safeguarding

The Local Authority is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Signed by:

Post holder:

Line Manager:

Date: