

# TORQUAY GIRLS' GRAMMAR SCHOOL



**Name:** -  
**Job Description:** - ICT Support Technician Apprentice  
**Scale:** - Grade B  
**Hours Per Week:** - 37  
**Weeks Per Annum** - 52  
**Responsible to:** - Network Manager

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## PURPOSE OF JOB

Assisting and supporting in the use of ICT within the school environment through the maintenance of the school ICT software, hardware and related peripherals.

## KEY DUTIES

- Answer the phone and respond as appropriate.
- Working within the IT helpdesk system.
- Answering first level technical questions.
- Assist with assembly and other audio-visual presentations.
- Installation and general maintenance of the school's computer software and hardware.
- Resolution of problems within software or hardware where possible; where not possible, liaison with the ICT technicians or relevant agency to effect the repair.
- Maintenance of computer peripheral equipment within the school.
- Provision of support/training to teaching staff and pupils using ICT within the school
- Network maintenance including the setting up, amendment and removal of user accounts as appropriate.
- Undertake updates to the security of the school's network, to include carrying out software and hardware updates as required.
- Maintain appropriate records, bookings & scheduling.

## GENERAL RESPONSIBILITIES:

- Develop quality relationships with all users of the ICT facilities in the school.
- Contribute to the development of the ICT function within the school.
- Support the behaviour of pupils at the school.
- Take responsibility for self-development as required by the apprenticeship programme.
- To attend the periodic Support Staff Meeting and to refer regularly to staff notices.
- To promote the aims of the school and support the promotion of the school in the community.
- To undertake any other tasks as required by the Headteacher which are compatible with these.
- To fulfil Safeguarding responsibilities in accordance with the TGGGS Safeguarding Policy.

## GENERAL INFORMATION

This job description is not necessarily a comprehensive definition of the post. The duties listed within this profile are a guide to the level of responsibility of the role only and are not an exhaustive list of the duties undertaken by the post. It may be subject to modification or amendment at any time after consultation with the holder of the post.

Signed: ..... Date: .....