



Job Description

Job Title: IT Technician Apprentice

Location: Aylward Academy & 163 Eversholt Street, North London

Hours of work: 37

Reports to: IT Support Team Leader

Purpose of the Role: (after receiving appropriate training and guidance)

The IT Apprentice will assist in the day-to-day technical IT Support for the collection of schools in North London. You will work alongside other members of the IT Team and where necessary third party partners/parties to support the delivery of IT to staff and students.

Training:

During your apprenticeship (typically 21 months - this will be determined by your existing qualifications and/or experience) you will be assigned a Trainer and will work towards the IT Solutions Technician apprenticeship standard (level 3) or the which has highly transferable knowledge, skills and behaviours which can be applied across all sectors.

You may also be required to complete Maths and English Functional Skills (this will be determined by your existing qualifications). Your Trainer will meet with you virtually every two weeks with onsite observations and formal reviews taking place every 12 weeks.

You will fully commit to the 20% off-the-job training requirements of the post alongside your normal day-to-day job.

Responsibilities: (after receiving appropriate training and guidance)

Responsibilities include, but are not limited to:

- Assist in the resolving of technical faults and changes put through to the IT support team within a timely manner and within the agreed service level agreements set out.
- Diagnose and resolve faults with Windows, Apple and Chrome devices
- Assist with the maintenance and repair of Audio Visual systems
- Support and test the roll out of device imaging and software packages.
- Progressing and escalating issues to the IT Team Leader for your hub.
- Keep accurate records in the service management system making sure that customers receive feedback at all times on the progress of faults and changes.
- Assist in the support and monitoring of IT Systems.
- Maintain the accuracy of asset management software, cataloging new, updated and retired devices.
- Use appropriate processes and face to face communications with our users to ensure information is relayed effectively.
- Provide excellent customer service and be fully responsive to the needs of the schools
- Liaise with the service desk and school staff to help gather further information in relation to specific issues.





- Make visits to other schools within the trust where necessary in order to progress solutions or analyse issues raised making use of remote tools where possible to reduce travel time.
- Work alongside third party partners/providers either as part of the change implementation or as part of fault analysis and resolution.
- Assist with the support of systems such as Visitor Management, Lockdown Systems and Telephony and CCTV
- Follow approved procedures with regards to change control and change management.
- Identifying best practices and where appropriate, submitting articles to the IT knowledge base.
- Undertake a maintenance schedule on specified assets keeping accurate records of work undertaken.
- Prioritisation of own workload.

Our values:

The post holder will be expected to operate in line with our values which are:

- Be unusually brave
- Discover what's possible
- Push the limits
- Be big hearted

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the school at the reasonable discretion of the Principal/Group/Chief Executive
5. There may be occasions when it will be necessary to cover other Administrative roles within the school or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all school related matters.

Safeguarding

Academies Enterprise Trust and all of our academies are committed to ensuring the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We adopt a robust, fair and consistent recruitment process which is inline with Keeping Children Safe in Education guidance. This includes online checks for shortlisted candidates. All offers of employment are subject to an Enhanced DBS check, references, and where applicable, a prohibition from teaching check.





Equality, Equity, Diversity and Inclusion

At AET, we want all of our employees to feel included bringing their passion, creativity and individuality to work. We value all cultures, backgrounds and experiences, and we truly believe that diversity drives innovation. Join our family and help us inspire every child to choose a remarkable life.





Person Specification

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General heading	Detail	Essential requirements:	Desirable requirements:
Qualifications	Qualifications required for the role	<ul style="list-style-type: none"> GCCE Maths, English and ICT (A – C or 4 - 9) or equivalent or be willing to work towards Functional Skills 	<ul style="list-style-type: none"> GCSE Computer Science (A – C or 4 - 9) or equivalent
Knowledge/Experience	Specific knowledge/ experience required for the role	<ul style="list-style-type: none"> Experience working as part of a team (this could be in a sporting, educational, work or social setting) 	<ul style="list-style-type: none"> Experience of Windows Applications Experience of resolving issues with a wide range of hardware and software Experience of handling customer enquiries, resolving queries face to face, on the phone and in writing
Skills	Specific skills required for the role	<ul style="list-style-type: none"> Ability to communicate confidently and effectively with teachers, students and other stakeholders The ability to work in a reactive environment whilst under pressure and maintain professional and organised structure Excellent administration and organisation skills 	
Personal Characteristics	Values	Ability to demonstrate, understand and apply our values: <ul style="list-style-type: none"> Be unusually brave Discover what's possible Push the limits Be big hearted 	





Special Requirements		<ul style="list-style-type: none">• Successful candidate will be subject to an enhanced Disclosure and Barring Service Check• Right to work in the UK• Willingness to travel to other sites within the Trust as required• Evidence of a commitment to promoting the welfare and safeguarding of children and young people• Show a commitment to providing a fair, equitable and mutually supportive learning and working environment for our children & young people and staff	<ul style="list-style-type: none">• Full, clean UK driving licence and ability to use own car for work
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