City of London Academy Southwark

Job Description

Post: ICT Apprentice Technician (Temporary)

Accountable to: Head of IT (South)/ IT Network Manager at the City of London Academy (Southwark).

Salary: National living wage for apprentices

Working Pattern: 35 Hours per week, Monday - Friday, 52 Weeks a Year, which includes time out for study leave with Firebrand – Training Provider

Location: Southwark

Disclosure level: Enhanced

Main Purpose

To assist the COLA IT Services team in all aspects of maintaining and providing IT services to City of London Academies Southwark, Trust and partner schools. This is a temporary contract for the duration of the apprenticeship.

Key Accountabilities

As the Apprentice ICT Technician, your role is to support the in house COLA IT Services team in delivering, maintaining and supporting technology in City of London Academy Trust, primarily based within the Southern Hub, City of London Academy Southwark.

Opportunities to gain wider technical knowledge and experience across the Trust are expected and will be beneficial to you.

- Provide high quality, first and second line technical support for the ICT service desk; answering and recording all calls and activities within the service desk and adhering to COLA IT services SLA guidelines
- Supporting users, setting up user accounts, implementing password changes, and resolving user problems as and when they occur e.g. logging on access, password changes, software problems, internet access, advice on using software, etc.
- Keeping records of IT assets, including the management of user equipment loans
- Stock control of consumables, hardware ordering, distribution and paperwork
- Maintenance of IT hardware and software including installing, upgrading, troubleshooting, routine checking, fault finding and rectifying IT related items
- Recording details of faults through the service desk

Compliance with all current and future legislation and best practice

- Ensure the Academy complies with Health & Safety legislation in relation to ICT hardware and use
- Ensure that the Academy is acting responsibly and legally with respect to copyright, computer misuse and data protection
- Compliance with all government legislation

Other

- Undertake such other duties as reasonably required corresponding to the general character of the post and commensurate with roles of this level within the Trust.

Statutory

- To work within a framework of best practise governed by the relevant occupational standards to support excellence in teaching and learning
- To promote the safety and wellbeing of students, ensuring that the school's Child Protection and Safeguarding policies and procedures are promoted within the school
- To be responsible for your own health and safety and that of student and your colleagues, in accordance with the Health and Safety at Work Act 1974 and relevant EC directives
- To adhere to the Academy's Equality policy in all activities, and actively promote equality of opportunity

Apprenticeship Information:

Training provider: Firebrand (https://firebrand.training/uk/apprenticeships)

You will be enrolled on the Infrastructure Technician level 3 apprenticeship program which covers mandatory knowledge and skills outlined in the apprenticeship standard. As an IT Apprentice technician you will attend a suite of market-leading training program and you will be offered the chance to gain industry recognised qualifications.
You will receive full training and support from the Firebrand Apprenticeship team to increase your skills. Your training will provide an opportunity to gain qualifications through either BCS or vendor specific exams where applicable. These qualifications will provide a pathway to a professional career in IT and can be used to help move seamlessly between roles in the IT industry.

Apprenticeship Training is funded by the Education & Skills Funding Agency (ESFA), an executive agency of the Department for Education and is undertaken through the apprenticeship training provider.

To be eligible for a Government funded apprenticeship you must have lived in the UK or European Economic Area (EEA) for the last 3 consecutive years.

Safeguarding Children
COLAT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The person undertaking this role is expected to work within the policies, ethos and aims of the Trust and to carry out such other duties as may reasonably be assigned. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

English Duty
This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

City of London Academy Southwark

Person Specification

Our Values and Vision
The City of London Academies Trust, sponsored by the City of London Corporation, aims to provide high-quality education for students and pioneer educational innovation. We are driven by the ambition to provide world-class experiences and deliver exceptional educational outcomes for the young people we serve.

All City of London schools and academies draw upon the traditions, institutions, heritage and historical successes of London to furnish each of their diverse communities with life-transforming learning experiences. In doing so, we believe that the young people we serve develop into successful, compassionate young adults, who make a positive contribution to their local, national and global communities.

Our schools are characterised by a common understanding of what makes outstanding schools, based on five key principles which are known as our 'Foundations of Excellence'.

Our Staff
Our staff have high expectations, are consistent and driven to provide the best teaching and opportunities for our students. Teachers work in a well-disciplined environment where they are able to teach creative and engaging lessons, and all staff are given exciting opportunities to develop and learn from exceptional practitioners.

	Essential	Desirable
Qualifications		
5 GCSE's in the grade A*-D range, including English and Maths.		Y
Experience, Skills and Knowledge		
Someone who is looking to widen their skill-set and open up their learning towards a solid career in Education IT		Y
Practical experience of installing, maintaining and upgrading PC's, laptops, printers and other peripherals		Y
Direct experience of the MS Office suite of applications		Y
Working knowledge of Internet services, including cloud, web and E-Mail		Y
Previous experience of the Microsoft Windows Operating System, in a networked environment		Y
Personal Qualities		
Ability to communicate clearly and sensitively in writing and orally to a variety of audiences	Y	
Analytical and problem solving skills	Y	
Good organisational skills; able to manage own time effectively	Y	
Good numeracy/literacy skills	Y	
We are looking for an eager and adaptable problem-solver		Y
Excellent interpersonal and communication skills	Y	
A commitment and dedication to succeed		Y
A real desire to contribute to the learning of our students		Y
Other		
Willingness and ability to travel around London to support other sites as required	Y	
Willingness to undertake off site/residential training workshops as required by the program	Y	
Commitment to safeguarding and promoting the welfare of children and young people	Y	
Willingness to undergo appropriate checks, including enhanced DBS Checks	Y	

Motivation to work with children and young people	Y	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	Y	