

JOB PROFILE

Job title:	Apprentice IT Technician
Responsible to:	ICT Technical Manager
Responsible for:	NA
Salary / Grade:	£5 per hour
Working hours / weeks:	37 hours per week, 52 weeks
Core purpose:	<p>To provide technical support for hardware, software and systems.</p> <p>To provide excellent customer service in order to respond to IT issues for both students and staff.</p>

Corporate responsibilities:

- To ensure that the responsibilities of the role are carried out in a way that reflects the vision and values of the Trust.
- To be aware of and observe all policies, procedures, working practices and regulations, and in particular to comply with policies relating to Child Protection, Equal Opportunities, Health and Safety, Confidentiality, Data Protection and Financial Regulations, reporting any concerns to an appropriate person.
- To contribute to a culture of continuous improvement.
- To comply with all reasonable management requests.

Key responsibilities:

General responsibilities

- To install, configure, support and update IT systems.
- To deploy update and upgrade all application software as required.
- To attend to and repair technical faults and resolve user problems.
- To create and manage staff and student e-mail accounts.
- To source, replace and install consumables.
- To provide IT support to the classroom
- To maintain and safeguard hardware and software in accordance with school policies
- To participate in and comply with backup procedures.
- To keep up to date with emerging technology and new developments
- To update record keeping systems, escalating priority issues
- To contribute to the team's knowledge base

Hardware responsibilities

- To install, maintain, diagnose, repair and test all IT hardware as assigned from the Every ticketing system.
- To maintain, support and undertake troubleshooting and diagnostics on servers.
- To set up workstations and install peripheral devices.
- To report faulty equipment to suppliers for repair under guarantee / warranty and attend when external support is on site.
- To ensure that new equipment is asset tagged, logged and registered on the database in accordance with IT procedures.
- To check that hardware is functioning as intended, carrying out remedial work as required.
- To ensure that the asset database is updated when disposals are made.

- To ensure that disposals are in accordance with Data Protection procedures.
- To carry out hardware audits.
- To ensure that general housekeeping is of a high standard.
- To carry out routine hardware maintenance.

Software responsibilities

- To install, configure and test software packages and functions.
- To configure automated deployment using Active Directory and Group Policy for all installable packages as required.
- To deploy, repair and update operating systems, software and packages as per the ticketing system.
- To install, deploy, configure and maintain Assessment, / Testing / Examination software including the creation of student accounts, extracting data from other sources as required.
- To guide and support users to operate new software.

Consumables

- To support the stock control, re-ordering and invoicing of consumable items to ensure adequate stocks are maintained.
- To replace and install printer and other consumables in accordance with the ticketing system

Network

- To undertake installation, repair and testing of network cabling and associated hardware in accordance with school procedures, legislation and safety requirements.
- To configure dynamic and static IP settings.
- To monitor and maintain school security systems such as CCTV.

User accounts

- To use Active Directory and Group Policy for the creation, management, security and deployment of users, passwords, groups, roles, responsibilities, accounts, printers and software.
- To make provision for and maintain e-mail accounts for individual users and groups.
- Ensure the security and privacy of networks and systems.

External services

- To provide designated IT support services to external partners, organisations and feeder schools.

Notes:

This document is an overview of the role. The responsibilities will include but will not be limited to those listed above and it is anticipated that the role will evolve over time and as such the duties may change.

This document does not form part of the contract of employment.

This post will have contact with children and as such a satisfactory disclosure from the Disclosure and Barring Service (DBS) is required as a condition of employment.

Core Values:

Respect for individuals:	We work together to create a culture based on trust, respect and dignity.
Integrity:	We are open, honest and direct in our dealings.
Collaboration:	We know that there is strength in working together, communicating, sharing ideas and best practice and finding more efficient and effective ways to deliver our objectives.
Continual improvement:	We are a learning organisation that strives always to 'make our best better'.
Accountability:	We hold ourselves accountable and take ownership.

PERSON SPECIFICATION

Role: Apprentice IT Technician		E/D	A	I
Qualifications and Training				
1	Potential to achieve Level 3 qualification in an associated discipline	E		✓
2	Level 2 in Maths or willingness to achieve.	E	✓	✓
3	Level 2 in English or willingness to achieve.	E	✓	✓
Experience				
4	Practical experience of troubleshooting IT hardware issues	E	✓	✓
5	Practical experience of setting up and using Networked equipment	D		✓
6	Experience of using and setting up WiFi	D	✓	✓
Knowledge and understanding				
7	An understanding of the importance of technology in the modern world	E		✓
8	A basic understanding of computer networking	E		✓
9	Sound knowledge of Windows Operating systems	E		✓
Skills and abilities				
10	A good level of general ICT skills	E		✓
11	An interest in learning new IT skills	E	✓	✓
12	Effective customer service skills	E		✓
13	Clear verbal and written communication skills	E	✓	✓
14	A good level of organisational skills	E		✓
15	Sound diagnostic skills	E		✓
Personal attributes				
16	Customer focussed	E		✓
17	Shows initiative and willing to take decisions within the parameters of the role	E	✓	✓
18	Keeps relevant people updated on the progress of own work	E	✓	✓
19	Takes responsibility for completing the task at hand to a high standard	E	✓	✓
20	Strong attention to detail	E	✓	✓
Other				
21	A commitment to uphold and promote equality of opportunity	E		✓
22	Demonstrates an understanding of Safeguarding issues relevant to the post	E		✓

KEY: ✓

E	Essential
D	Desirable
A	Assessed by Application Form
I	Assessed by Interview

Date: October 2019