

Job Description for IT Apprentice

Job Title: IT Apprentice

Reporting to: IT Manager

Role Purpose:

- Support the delivery of a responsive and efficient ICT service across the academy.
- Assist in the maintenance and troubleshooting of IT systems, hardware, and software to ensure minimal disruption to teaching and learning.
- Respond promptly to IT support requests from staff and students, escalating issues where necessary.
- Contribute to ensuring continuity of ICT services and smooth day-to-day operations of school technology.
- Work collaboratively with the IT team to meet service targets, deadlines, and reporting requirements.
- Engage fully in training and development opportunities and successfully complete the ICT Level 3 Apprenticeship.
- Demonstrate a proactive attitude to learning, safeguarding, and contributing positively to the school environment.

Role Tasks:

Supporting the use of IT:

- Carries out routine IT support tasks as designated by line manger
- Checks the service desk for tickets assigned by the system, and actively picks up others when able.
- Supports the resolution of IT support issues ensuring the users are able to return to normal operation as rapidly as possible.
- Assists in carrying out planned changes to the academy system as required.
- Carries out any scheduled works as directed.
- Carries out any routine checks and maintenance tasks on the system as directed.

Administration:

- Helps to keep records of equipment and software at the site up to date.
- Identifies equipment where there are issues requiring an upgrade or replacement.
- Contributes to the planning for developing IT systems at the academy as required.

Handling Difficult Situations:

- Alerts colleagues in the case of any serious problem and assists in resolving it as directed.
- Remains alert for any problem with IT security at the site, assisting with resolving any problems and investigating the cause.
- Alerts colleagues of any cases where there is a concern a system may not be correctly licensed for use. Carries out software installations as required.

Other:

- Work alongside the IT Team to ensure operational cover is maintained.
- Safeguard the integrity of all Trust data by ensuring the accurate input and audit, as required.



- Positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge.

Person Specification IT Apprentice

Essential Criteria	Desirable Criteria	Evidence
<p><u>Qualifications:</u></p> <p>A willingness to achieve Functional Skills Level 2 in maths and/or English alongside the apprenticeship.</p>	<p>GCSE English and maths (minimum Grade 9/C) or equivalent</p>	<p>GCSE Certificates or equivalent</p>
<p><u>Education:</u></p> <p>Basic ICT literacy and a willingness to learn in a structured environment. Enthusiasm for working in a school and IT setting.</p>	<p>Prior study in a computing, IT or digital subject at school or college (e.g., BTEC, Cambridge Nationals, etc.)</p>	<p>Application form, interview, certificates</p>
<p><u>Experience:</u></p> <p>Apprentices can join this new course with little to no prior experience</p>	<p>Some classroom experience is beneficial, it is not essential. Experience helping others with technical issues (formally or informally).</p>	<p>Application form, interview</p>
<p><u>Skills and ability:</u></p> <ul style="list-style-type: none"> - Good communication and interpersonal skills - Willingness to learn and follow instructions - Basic understanding of using Microsoft Office and other standard software - Ability to work as part of a team and independently when required - Willingness to troubleshoot IT issues under guidance 	<ul style="list-style-type: none"> - Awareness of safeguarding in a school setting - Familiarity with using school-based IT systems (e.g., Google Classroom, SIMS, etc.) - Some technical aptitude (e.g., building/fixing a computer, networking basics) 	<p>Application form, interview, task or test</p>



<p><u>Disposition/Attitude:</u></p> <ul style="list-style-type: none"> - Enthusiastic and proactive - Reliable and punctual - Positive attitude to learning and development - Professional and respectful behaviour, especially around students 	<ul style="list-style-type: none"> - Interest in a long-term career in IT or education support - Confidence to engage with teaching and support staff 	<p>Interview, references</p>
<p><u>Commitment and other requirements:</u></p> <ul style="list-style-type: none"> - Willing to complete the full apprenticeship programme - Willingness to undertake ongoing training and development - Commitment to upholding the values and safeguarding practices of the school 	<ul style="list-style-type: none"> -Flexibility to adapt to changing IT needs in a busy school environment -Willingness to take initiative and go beyond core responsibilities when needed 	<p>Interview, training agreement</p>

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

This Job Description is current at the time of printing but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Huish Episcopi Academy is committed to safeguarding and promoting the welfare of children and young people and expects all its staff and volunteers to share this commitment

