Think Differently Education Trust
Bell Barn Road
Birmingham, B15 2AF
CEO: Hardip Bissell

JOB DESCRIPTION

Job Title: IT Apprentice

Grade: 2 (SCP 11 - 19)

Purpose of Job Role:

- To provide effective, responsive and customer-focused IT support across the Trust's schools, hospital environments and remote learning provisions.
- Supporting staff, students and other users with sensitivity, patience and professionalism
- To assist in the support and maintenance of all IT, technological and Audio-Visual equipment throughout the Trust with specific responsibility for supporting IT systems, Security and Access systems, End Users, End User devices, core infrastructure and filtering services.
- Carrying out routine maintenance on Trust wide IT Software, computers and associated devices.
- To assist in ensuring all hardware and software systems are in place and fully functional to support the Trusts IT infrastructure.
- To support the Head of IT and Operations in commissioning and ongoing support of all cloud-based services and in-house physical resources managed by the IT department.
- To support of staff and pupils and all external 3rd party users in the use of any technologies specific to the Trust.

Duties and Responsibilities:

- Provide IT support to staff, classrooms and Trust services
- Diagnose and resolve hardware, software and connectivity issues efficiently
- Respond to incidents and service requests via the Trust helpdesk system
- Escalate complex issues appropriately to senior IT staff or third-party suppliers
- Maintain accurate records of work undertaken and resolutions provided
- Install, configure, maintain and support:
    - Desktop PCs, laptops, tablets, Chromebooks and iPads
    - Interactive whiteboards, touchscreens, projectors and Trust AV
    - Printers, scanners and specialist classroom devices
    - Software platforms and digital services used by the Trust
- Assist with device deployment, imaging, refresh and asset management
- Support user accounts, permissions and devices in line with Trust policies
- Provide calm, patient and flexible IT support within special school settings
- Support technology used to meet individual pupil needs, including:
    - Accessibility features and assistive technologies
    - Communication and interaction tools
- Work safely and appropriately in classrooms and learning spaces
- Provide a friendly, professional and approachable IT service
- Communicate technical information clearly and simply to non-technical users
- Build effective working relationships with all staff across the Trust
- Provide support during lessons, meetings or Trust activities where required
- Maintain accurate technical documentation and asset records
- Support Trust-wide IT projects and initiatives
- Keep skills and knowledge up to date through ongoing development
- Use equipment safely and report hazards promptly

Other responsibilities:

1. Act in accordance with Trust safeguarding procedures at all times
2. Support and comply with:
    a. UK GDPR and data protection requirements
    b. E-safety, filtering and monitoring systems
    c. Cyber security and Acceptable Use policies
3. Report safeguarding, security or data protection concerns promptly
4. Take personal responsibility for promoting and safeguarding the welfare of children and young people the role is responsible for or comes into contact with
5. Follow all organisational systems and procedures; abide by Trust policies, including Health and Safety, codes of conduct and practice as described in the staff policies and procedures
6. Set an example of personal integrity and professionalism in line with the staff Code of Conduct.
7. Treat with confidentiality any personal, private, or sensitive information received or accessed
8. Carry out such other duties as may reasonably be required from time to time to meet the evolving nature of the role and the Trust
9. Promote and support inclusive practice
10. Support and promote diversity and equality of opportunity for all
11. To perform other such duties as the line manager or CEO may from time to time determine.
12. Adhere to Health and Safety at all times
13. Undertake and participate in relevant CPD and appraisal arrangements.
14. To be flexible to work across all Trust sites as the needs of the Trust dictate
15. To promote value systems as defined within Keeping Children Safe in Education and to support inclusive practice

By signing this Job Description, you are also consenting to disclose any warnings, convictions, and reprimands whilst in employment as soon as it is practically possible.

Team/s: Corporate Services – The IT Team
Responsible to: Head of IT and Operations
Responsible for: NA

Job description issued after consultation

Signature of the CEO……

Date .....

Copy received by

Signature of the Post holder……

Date ……