

## GENERIC JOB DESCRIPTION

***The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***

Name:

Post: APPRENTICE IT TECHNICIAN

Salary: National Minimum Wage (£10.85 in the first year of apprenticeship)

Hours: 37 hours, 39 Weeks

8:30am – 4:30pm (4 days per week)

8:30am – 4:00pm (1 day per week)

30-minute unpaid lunch daily

Line Manager: Information Services Manager

The role is primarily based at Northampton School (NN3 7TR), but travel to other Trust sites will be required.

All staff are expected to:

- uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- promote fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
- ensure that personal beliefs are not expressed in ways which exploit students' vulnerability or might lead them to break the law
- treat students with dignity and at all times observing proper boundaries appropriate to a professional position
- have regard for the need to safeguard students' well-being, in accordance with statutory provisions
- uphold school policy and practice, promote actively the agreed policies of the school and implement the Code of Behaviour and Dress Code as a matter of routine
- follow agreed school policies for communications within the school
- ensure that accommodation is treated with respect and in line with any Health & Safety procedures
- play a full part in the life of the school community, to support its distinctive mission and ethos, and to encourage staff and students to follow this example
- comply with the school's Health & Safety Policy and undertake Risk Assessments as appropriate
- be thoroughly professional and demonstrate consistently high standards of personal and professional conduct
- maintain high standards in their own attendance and punctuality
- work as a member of the support staff team and to contribute positively to effective working relationships
- communicate effectively with fellow members of the team
- be courteous to colleagues and provide a welcoming environment to visitors and telephone callers
- comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

The duties of the Teacher Support Staff will include any activities which allow the teaching staff to become more effective in the classroom.

**Job Purpose:**

The role will provide high-quality technical and customer-focused IT support to pupils, staff, parents, governors, and visitors. Working within a busy IT services team supporting up to 1,100 users, the role involves first-line support, troubleshooting hardware, software, and network issues, and assisting with the effective use of digital technologies that support teaching and learning.

The post holder will contribute to the smooth operation of Trust IT systems and classroom technologies, while adhering to data protection, safeguarding, and health and safety requirements. This is a developmental role, with a strong focus on learning, skills development, and progression within IT support.

The main roles and responsibilities of the Apprentice IT Technician's duties will include:

- Provide first-line IT Helpdesk support to Trust staff, pupils, governors, and visitors
- Monitor the helpdesk system, responding to logged requests in a timely manner and escalating issues where appropriate
- Maintain regular and professional communication with users throughout the resolution of incidents and requests
- Escalate tickets to the appropriate team member when issues cannot be resolved at first line
- Identify and report recurring issues and trends to the IT Services Manager
- Provide hardware and software support for school devices including desktops, laptops, tablets, printers, telephones, and network equipment
- Carry out fault diagnosis and basic repairs on a wide range of end-user devices
- Support users with standard software packages and approved bespoke systems
- Assist with the management and support of pupil laptops and classroom technology
- Perform scheduled maintenance checks of ICT suites and report unresolved faults via the helpdesk
- Follow Trust processes for user account creation, modification, and removal
- Support login issues, password resets, and multi-factor authentication problems
- Provide feedback and recommendations to improve account management processes
- Maintain accurate IT asset records and update the asset register regularly
- Assist with the installation, deployment, and disposal of IT equipment in line with Trust policies
- Move IT equipment safely, following health and safety and manual handling guidelines
- Support the IT Services Manager, Assistant IT Services Team, and/or Director of IT with Trust-wide IT projects
- Assist with the installation and implementation of new IT hardware, systems, and services
- Liaise with departments to ensure events and activities are effectively supported by IT
- Proactively identify improvements to IT processes and service delivery
- Comply with data protection, confidentiality, safeguarding, and Trust policies
- Maintain a professional approach and deliver excellent customer service at all times
- Engage in continued professional development in line with the Trust CPD model and apprenticeship requirements

*(Job Descriptions are not exclusive or exhaustive, some of these tasks are daily, weekly, termly or annually. The nature of the role entails that the postholder may be required to carry out additional duties as reasonably required.)*

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Support Staff are actively encouraged to undertake First Aid training, if not already specified within their job description, in order to ensure that adequate first aid cover is always available in the school.

The school has a uniform policy for students. It is therefore expected that staff will also follow the same high standards.

*The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. All post holders in regulated activity are subject to appropriate vetting procedures and a satisfactory Enhanced Disclosure and Barring Service check.*

*All posts involving direct contact with children are exempt from the Rehabilitation of Offenders Act 1974. However, amendments to the Exceptions Order 1975 (2013 & 2020) provide that certain spent convictions and cautions are 'protected'. Shortlisted candidates are asked to provide details of all unspent convictions and those that would not be filtered, prior to the date of the interview.*

September 2026

