



Newton Abbot College

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JOB DESCRIPTION

Post Title: ICT Apprentice

Salary Grade: Apprenticeship Grade

Contract Type: Fixed Term. 12 – 24 months
Term Time; 37 hours per week, 39 weeks per annum

Working Hours: 37 hours per week. 1443 hours per annum. There is a requirement to work flexibly according to business need. Typical hours would be 8.30 am until 5 pm Monday to Friday

Responsible to: ICT Services Manager

Role Description

As a member of the College's support staff, you will provide a comprehensive, effective and high quality ICT support service to ensure the smooth and efficient running of the College's IT systems. To ensure proficiency in the core business operations of the College, enabling student learning to remain at the centre of everything we do. Ensuring 'best value' and compliance with the appropriate procedures and policies at all times. As a key member of the support team to work collaboratively with colleagues to achieve the College's objectives.

Job Description

Systems' Support

- To assist in the monitoring, service and repair of the College's IT hardware and software systems
- To act as a contact point for ICT support requests via the Helpdesk facility
- To help with the maintenance of the Wi-Fi network
- To assist in the moving, installing and configuring of hardware; including printers, computers, servers, cabling and other peripherals
- To carry out daily checks on computer suites and undertake basic repairs
- To restock paper in all curriculum printers on a daily basis
- To respond to staff requests for support with use of hardware and software
- To assist the ICT Services Manager with the management of access for students and staff on the College networks
- To assist with the development and operation of the College's Virtual Learning Environment (Moodle)
- To support the security of data and equipment

- To contribute towards maintaining an inventory of equipment
- To meet regularly with the ICT Services Manager to review progress, agree future tasks and activities
- To assist in the provision of technical support to partner primary schools
- To cover core business critical duties as required.

Health and Safety

- To be fully aware of all relevant safety and security procedures
- To support the ICT Team in ensuring all equipment meets Health and Safety standards.

Support Team

- To support the achievement of the College's objectives by working proactively with colleagues on projects or activities outside direct area of responsibility as required
- To carry out any other tasks as determined by the ICT Services Manager, including support/cover for other team members, when required.

Apprenticeship training

- To achieve a Level 2 qualification in ICT Systems and Principles within the specified time frame
- To attend all the training sessions for the programme whenever necessary
- To undertake any necessary written work at home during the duration of the course
- The external training element of the programme will be provided by day release.

Other Duties

- To follow the College's ICT policy for safe use of ICT.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the college's safeguarding policies.
- To comply with legislation, policies and procedures relating to confidentiality, data protection, network and internet use reporting any concerns to the appropriate person.
- To work in compliance with the Codes of Conduct, Regulations and policies of the College and its commitment to equal opportunities.
- To comply with the College's Health & Safety policy and statutory requirements as detailed in the Health & Safety at Work manual.
- To undertake training and personal development as and when identified by Line Manager.
- To undertake any other duties as deemed appropriate by senior staff.

The College aims to maintain the goodwill and confidence of its staff, service users and the general public. To assist in achieving this objective it is essential at all times for employees to carry out their duties in a courteous, confidential and sympathetic manner. All duties and responsibilities must be undertaken, at all times, in compliance with the College's policies and procedures.

Annual Leave

This is a term time contract. In order to provide necessary support to the College, holidays will not be authorised during term time.

This is not an exhaustive list of duties; they may be varied from time to time without changing the general character of the job or the level of responsibility. A high degree of flexibility and adaptability is an important element of this role.

This is a description of the role as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.