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**Name:**

**Job Title:** Apprentice IT Technician (Trust)

**Reporting To**: Network Manager

**Job Purpose:**

To support Avonbourne Trust in the implementation of its aims and objectives as specified in the Trust Development Plan and Policy statements. To provide a high level of service across the trust by assisting the IT Technicians and Network Manager in all aspects of supporting and developing our information and communication systems.

**MAIN TASKS**

* Assisting with manning the IT Helpdesk, dealing with helpdesk tickets, and supporting staff and students in person, by telephone and by email.
* Maintaining the safety, security and hygiene of working equipment and environment as appropriate.
* Undertaking minor repairs to computers and peripherals.
* Installing new equipment, software and upgrades.
* Maintaining printer consumable levels and stock.
* Ensuring classroom equipment is available, working and ready for use.
* Keeping the Network Manger up to date on issues raised and resolved.

# OTHER DUTIES

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

Signed: ……………………………………….. (Member of Staff) Date: ……………………….

Signed: ……………………………………….. (Appraiser) Date: ……………………….