



JOB DESCRIPTION

APPRENTICE ICT HELPDESK TECHNICIAN

ICT SERVICES

MAIN PURPOSE OF JOB:

To work as part of the Foundation Services ICT department providing support for all ICT activities across the School campus.

MAIN DUTIES:

1. To present a professional image and provide a high quality of customer service and support, assist in enhancing our systems, working flexibly depending on current ICT works/projects, occasionally working outside normal school hours.
2. To act as a first line trouble-shooter providing effective and timely solutions across all infrastructure, ICT Systems and hardware. Providing the following:
 - effective and timely solutions to Intranet/Internet, E-mail and learning environment faults
 - support for all hardware and software to all areas of the Foundation
 - assistance with the use of ICT within the school
 - a helpdesk / front line service to all staff and pupils
 - job escalation to the appropriate members of the ICT team
 - provide training to staff on the use of school hardware/systems
 - setup and support Apple iPads
3. To be a member of a project team as required.
4. To assist with any ICT work depending on skills and experience, see the ICT Skills list.
5. Ensuring that all users operate the School's policy of Acceptable Use of the Internet, email, ICT and communications equipment.
6. Comply with and promote the Foundation's Health and Safety Policies and Procedures and maintain a safe environment for pupils, staff and visitors ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
7. To take responsibility, where appropriate, for promoting and safeguarding the welfare of the children and young people in School.
8. To perform any other duties as may be required by the ICT Helpdesk Supervisor and Head of ICT Services.



PERSON SPECIFICATION

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ICT SERVICES

EDUCATION/TRAINING/QUALIFICATIONS	ESSENTIAL/ DESIRABLE	EVIDENCE Application Form, Interview, Reference
Five GCSE's grades A-C or equivalent, including English and Mathematics	E	AF/I
2 A Levels or Equivalent	D	AF/I
KNOWLEDGE/EXPERIENCE		EVIDENCE
Active Directory / Group Policy	D	AF/I
Windows	D	AF/I
Exchange Email / Outlook	D	AF/I
Anti-Virus	D	AF/I
Web filtering / Email filtering	D	AF/I
Network Cabling / Patching	D	AF/I
Helpdesk Experience / Logging Calls / Answering Calls	D	AF/I
File permissions and shares	D	AF/I
PC hardware and peripherals	D	AF/I
Apple iPad / MDM configuration	D	AF/I
PC Software	D	AF/I
Microsoft 365	D	AF/I
PERSONAL SKILLS AND ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE
Ability to work on own initiative, plan, organise and determine priorities to meet tight deadlines	E	I/R
Excellent organisational skills with good attention to detail	E	AF/I
Proactive and professional manner	E	AF/I
Ability to establish good relationships with people	E	AF/I
Good communication skills, both oral and written	E	AF/I

Ability to work effectively within a team and collaborate towards common objectives	E	AF/I/R
A desire to learn and develop personally	E	AF/I/R
Willingness to work flexibly	E	AF/I/R
Caring and kind especially in relation to children	E	I/R



TERMS AND CONDITIONS

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ICT SERVICES

SALARY
<p>The salary for this position is national apprenticeship salary, which is £9,609.60 per annum (£5.28 per hour) from April 2023.</p>
HOURS OF WORK
<p>35 hours per week, between Monday and Friday, all year round, 7 hours a day between 8.00am and 5.00pm with a 1 hour unpaid lunch break per day. You will be required to work School Open Day, which normally takes place on a Saturday in October. To work flexibly and occasionally outside normal business hours as required by projects or serious faults.</p>
HOLIDAY
<p>20 days' annual holiday, additional days' holiday between Christmas and New Year plus eight public holidays.</p>
LINE MANAGEMENT
<p>ICT Helpdesk Supervisor</p>
PENSION
<p>The Governors of Bolton School will offer new employees the opportunity to join the Bolton School Group Personal Pension Scheme. The employee will be given the option to choose their contribution but as a minimum all members will be required to contribute 6% of their gross earnings and the School will contribute 10%. There is the option to join the Group Personal Pension Scheme on a salary exchange basis.</p> <p>If you choose not to join the Group Personal Pension scheme and you fall into the category of "eligible worker" you will be automatically enrolled into the School's alternative pension scheme, arranged via the Peoples Pension. The minimum employee contribution is 5% of "qualifying earnings" and the School will contribute 5%. Further details are available upon appointment.</p>
OTHER BENEFITS
<ul style="list-style-type: none">• Lunches will be provided free of charge on campus.• Training and development opportunities will be offered.• Easily accessible campus with strong transport links (including being on a direct bus route) and free parking on site.• Sporting and leisure facilities will be available including gym, outdoor pursuits centre, swimming pool and tennis courts.• Ride to Work Scheme available.• Access to a free Employee Assistance Programme for all employees and their family members. As well as access to a 24-hour confidential helpline with counselling services, this benefit includes access to the Health Assured website and App, both of which have a wealth of wellbeing advice and guidance available.• Life Assurance cover up until the age of 65.• Warm and friendly community.

- Where appropriate fee remission arrangements will be offered for children to attend the Primary and Senior School.
- In line with school policy employees will have the opportunity to arrange to educate their children from Nursery age to 6th form; all on the Bolton School campus.

All offers of employment will be made subject to the successful applicant providing the original qualification certificates, relevant to the position and as outlined in their application form. Identification documents will also be required including passport or picture driving licence, birth certificate, marriage certificate where applicable, current pay slip and evidence of address e.g. utilities bill, bank statement. Eligibility to work in the UK will be checked. After the appointment is made the successful candidate will be required to complete a medical questionnaire, a check of the Children's Barred List will be done and an Enhanced Criminal Records Check will be carried out through the Disclosure and Barring Service. The School will seek two references prior to the interview.

The successful applicant will be required to complete a six month probationary period.