

Role Description

Apprentice ICT Technician

Pay Range	Apprentice Rate
Responsible To:	Senior ICT Technician

Main Purpose of the Post

- To work alongside a core team of technical support staff to assist in the implementation and maintenance of ICT systems across the Trust and to provide scheduled technical maintenance and support for ICT systems.
- To assist in providing reactive IT support as required, including telephone support, remote support, site visits and assistance with hardware quotations.

Key Areas of Responsibilities

- To monitor service desk calls and responding to tasks as required, escalating jobs where appropriate and contacting external suppliers for support if necessary.
- To help to implement a programme of regular maintenance of all computer network and equipment.
- To check deliveries, and transport equipment around the Trust as required.
- To install and maintain computer software/operating systems.
- To maintain supplies of printing consumables as required.
- To contribute to the evaluation and procurement of hardware and software.
- To locate faults in, and make repairs to equipment, including keyboards, printers, connecting cables and computers.
- To undertake directory administration, including the creation and maintenance of user accounts and security/distribution groups.
- To assist in the administration of DNS, DCP records and other network related tasks.
- To assist in the administration of Office 365.
- To assist in the maintenance and development of Academies websites, learning platforms, and digital signage solutions.
- To help ensure that all changes relating to systems, including for example, web filtering/firewall, conform to Trust policy.
- To help maintain documentation required at each site, including hardware inventories, subscription lists and network diagrams.
- To dispose of end-of-life equipment, safely and securely in line with Trust policy.
- To participate in specialist training and other learning activities and performance development as appropriate.
- To attend and participate in relevant meetings as required.

Other Considerations Relevant to the Role

- The post requires working with flexibility, travelling to and from Academies and other locations as directed, for which the postholder must ensure they have the appropriate business insurance.

The aim of the Role Description is to indicate the general purpose and level of responsibility of the post. Duties may vary from time to time without changing the character of the post or general level of responsibility. This is an outline Role Description only and the post holder will be expected to undertake duties commensurate within the range and grade of the post or any lesser duties as directed by the Principal.

Pay Range

Apprentice

Standards and Expectations

- Be an excellent role model, exemplifying high personal and professional standards and promoting high expectations for all members of the Trust.
- Take responsibility for promoting and safeguarding the welfare of children, young people and adults within the organisation.
- Demonstrate optimistic personal behaviour, positive relationships and attitudes towards young people, professionals, parents/carers, governors and members of the local community.
- Regularly review own practice, set personal targets and take responsibility for own personal development.

Securing Policies and Compliance

- To apply Academy and Trust wide policy and procedures.
- To promote and safeguard the welfare of students and other adults within the Learning Trust by adhering to all statutory and associated work place policies.
- To ensure compliance through quality assurance and evaluation.
- To report and advise on any matter that may place the brand and reputation at risk.

Other Considerations

- A Disclosure and Barring Service (DBS) check at Enhanced Level is required.
- To undertake any other duties and reasonable requests that are in keeping within the requirements of this post.

This supplementary information forms part of the role description and should be used alongside the role specific information.

Maltby Learning Trust is committed to safeguarding the welfare of children and expect all staff to share this commitment. An Enhanced DBS Disclosure is required for all staff.