JOB DESCRIPTION

Job Title: Apprentice ICT Technician
Salary: National Minimum Wage and National Living Wage rates apply
Conditions of Service: Support Staff Contract
Responsible to: IT Network Manager / Business Manager

Statement of Purpose
To work under the direction and guidance of senior staff to support the schools computer systems, application and associated software.

Support to ICT

- Support ICT Technician in responding to queries from staff and students and record information about tasks completed.
- Work with ICT Technician to help maintain ICT service records, user guides and other relevant documentation.
- Support staff, students, governors and parents in using software to enable them to work effectively and efficiently.
- Reset user passwords and maintain user groups when required.
- Complete basic administrative functions for the ICT Support team.
- Assist the IT Network Manager and IT Technician on projects when needed.
- Assist ICT Technician with installation and maintenance of ICT software.
- Assist ICT Technician with maintaining and repairing ICT hardware
- Liaise with 3rd party support for guidance when required
- Assist with the installation of network upgrades (wired and wireless), including cabling.
- Basic troubleshooting of network issues, including switches and associated cabling.
- Basic troubleshooting of the school's IP CCTV cameras systems, applying Trust data protection policies.
- Assist with IT Technical support for events e.g. school productions and open evenings.
- Develop skills and knowledge via training from other team members in order to better support the school and be effective within this technical role.
- Contribute to the ICT team's departmental plans.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Demonstrate, give advice & guidance to, or train other employees, students or trainees on own duties.

Note
The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.

Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP/I/ASS
	Qualifications/Training • Good numeracy and literacy skills. • NVQ level 3 for IT Practitioners or equivalent qualification or experience in a relevant discipline. • Or working towards NVQ qualifications.	APP/I
	Knowledge/Skills • Good standard of practical knowledge. • Basic understanding and ability to use relevant equipment/ technology. • Ability to work constructively as part of a team. • Ability to relate well to children and to adults. • A commitment to own personal development. • A working knowledge of relevant equipment. • Knowledge of relevant policies/codes of practice. • A good, working knowledge of current computer operating systems. • Good organising, planning and prioritising skills. • Methodical with a good attention to detail.	APP/I
	Behavioural Attributes • Customer focused. • Has a professional and respectful approach, which demonstrates support and shows mutual respect. • Can demonstrate active listening skills. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders. • Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Is enthusiastic and decisive. • Communicates effectively. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.	APP / I

MEASURED BY KEY:

APP = Application form ASS = Assessment activities I = Formal interview

In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check

If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.