Bridge Academy Trust

Ramsey Academy
Job Description & Person Specification
IT Technician Level 3 Apprenticeship

Responsible to:	Network Manager

Job Purpose:	• To provide support for the whole school as detailed below.
Duties & Responsibilities:	• To provide first, second and third line support to all users at The Ramsey Academy in Halstead. • Provide support and technical problem solving on hardware and software issues and problems to all users. • Setup and maintain projectors and interactive whiteboards & other IT hardware devices. • Basic User management; e.g. Password resets, group management. • Provide hardware and support maintenance, E.g., projector cleaning, Pc cleaning, printers, software maintenance, CCTV maintenance. • Installation of new computer systems and peripherals. • Keep Network Manager or IT Director in their absence, updated on progress and work carried out. • Monitor workstation system logs and take appropriate action for safeguarding. • Uphold network security. Changes to be authorised by Network Manager or IT Director in their absence. • Maintain equipment security (physical). • Uphold Schools e-safety policy and the Trust IT Security Policy. • Help maintain all necessary records including inventories and details of equipment checks. • Work tickets from the internal support system as directed from the Network Manager. • At times may also be required to work at different sites within Bridge Academy Trust.
General:	• To develop and project a positive "can do" departmental image, by devising and introducing methods of promoting an effective and proactive ICT service. This to include periodically briefing teaching and support staff on network and other related matters.

PERSON SPECIFICATION

Criteria	Qualities	Essential/ Desirable
Qualifications & Training	• English and Maths GCSE.	E
Knowledge & Experience	• Experience of using and maintaining Microsoft Office applications. • Practical knowledge of operating and maintaining PC hardware and software.	E E
Skills and attributes	• Excellent interpersonal, persuasive and communication skills. • Good technical capability. • Good time management. • Attention to detail. • Willingness to learn and improve skills. • Willing to work as member of team. • Commitment to high standards.	E D E E E E E
Personal qualities	• Willingness to learn and improve technical skills through recognised qualifications/in house training. • A cheerful disposition and a good sense of humour. • Willingness to work with children of all ages.	E E E

The duties above are neither exclusive nor exhaustive and the post holder may be required to carry out appropriate duties within the context of the job, skills, and grade. This job description will be reviewed periodically and may be subject to amendment or modification at any time after consultation with the postholder.

Last updated February 2026.