



IT Apprentice Job Description

- Reporting to:** Regional Network Manager
- Liaising with:** Trust colleagues, Governors, Headteachers, Senior Leadership Team, Teaching and Support Staff, Students, Visitors, Contractors / Suppliers
- Grade and Salary:** SRS Band 1 SCP 2 – 3
- Hours of work:** 37 hours per week, 52 weeks per year. Due to the nature of the role certain tasks may need to be undertaken out of hours and at weekends a certain level of flexibility is required.
- Location:** The role will support a cluster of Trust academies, providing advice and technical support, therefore some travel across the Trust may be required.

Job Role

You will support the Regional Network Manager in running the ICT infrastructure and software systems across the region. You will report directly to the Regional Network Manager and be responsible for supporting a wide range of hardware and software solutions in the teaching and learning environments.

Duties include assisting with ICT projects and providing support to staff and pupils. You will be working in a busy helpdesk environment, logging incidents, resolving problems, implementing new technologies, deploying software, maintaining accurate inventories and updating network documentation.

The ICT service desk provides cover during working hours Monday to Friday. Due to the nature of the role certain tasks may need to be undertaken out of hours and at weekends, a certain level of flexibility is required and offered in return.

Areas of Responsibility and Key Tasks

To maintain, update & support various ICT networks

- Provide support for the servers & network infrastructure.
- Provide hardware & software support for computers and laptops.
- Maintain all ICT related peripherals.
- Order ICT consumable supplies & document product requests from end users.
- Maintain a fully up to date inventory of all hardware & software at Trust sites.

To meet every schools customised ICT requirements

- Meet all schools' individual & specific ICT requirements.
- Ensure schools ICT facilities are maintained in accordance with their specific requirements.
- Further maintain & develop all parts of the Trusts' ICT systems.
- The ability to manage small sized projects.



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To complete installation of new & existing software packages across the networks

- Install software on PCs
- Perform complete installations of new PCs
- Install, configure & maintain anti-virus software across the network.
- Ensure all systems are up to date with software & security updates.

To provide technical support for all users

- Administer user groups & accounts.
- Administer & configure email and distribution groups.
- Configure & maintain all software applications for consistent use.
- Replace consumable items such as printer toners.

To provide training to users

- Offer advice & training to system users.
- Explain & illustrate computer related issues in a jargon free manor to non-experienced users.

Any other appropriate duties in consultation with the school SLT and Trust management

Summary of Desirable Technical Skill Requirements:

- Operational knowledge of ICT hardware and software.
- Operational knowledge of OS environments (Windows 10/11, macOS, iOS, iPadOS)
- Windows Server 2016, 2019, 2022, Active Directory, DHCP, DNS.
- Working knowledge of mobile devices – Android / iPhone.
- Working knowledge of Virtual Server environments.
- Working knowledge of cloud technologies – Google for Education, Microsoft 365, Microsoft Intune, Azure and more.
- Working knowledge of VoIP Telephony Systems such as 3CX.
- Good knowledge of Group Policy management.
- Good knowledge of User profiles in Windows.
- Technical knowledge of Apple Mac hardware & software (including Mac OSX/iPad/iPhone).
- Technical knowledge of common user applications: including Microsoft Office applications.
- Established skill set for network switching hardware – diagnosing faults, etc.
- Working knowledge of Audio-Visual systems to include – digital audio hardware / projectors / TVs / Interactive Whiteboards / Interactive Screens.
- Ability to identify & replace faulty hardware.
- Ability to confidently use imaging software such as Microsoft Windows Deployment Services.

Desirable Prerequisites:

- This job involves travelling between schools therefore the use of a reliable personal vehicle (mileage will be paid) is desirable.
- Full UK Driving Licence.



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The St Ralph Sherwin Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, verification of identity, verification of right to work in the UK, verification of qualifications, verification of mental and physical fitness to carry out work responsibilities, satisfactory DBS clearance and a satisfactory online check, a check that you are not subject to a prohibition order issued by the Secretary of State, and a Certificate of Good Conduct if you have lived or worked abroad

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed and would not in itself justify a reconsideration of the grading of the post.



IT Apprenticeship Person Specification (Apprenticeship Level Dependent)

| A Education Qualifications/ Professional development | Essential | Desirable |
|----------------------------------------------------------------------------------------------------------------|-----------|-----------|
| High standard of literacy and numeracy | Y | |
| Formal training on any of the following – Windows Desktop, Microsoft Windows Server, Microsoft Office software | | Y |

| B Relevant Experience / Technical skills | Essential | Desirable |
|--------------------------------------------------------------------------------|-------------|-------------|
| Customer service skills | Y | |
| Good knowledge of LAN topologies and architectures | Y (Level 4) | Y (Level 3) |
| Ability to install, test and deploy software | Y | |
| Experience of Windows Desktops | Y | |
| Experience of Windows Server | Y (Level 4) | Y (Level 3) |
| Knowledge of Apple hardware and software/MDMSolutions | Y (Level 4) | Y (Level 3) |
| Experience of Microsoft Office | Y | |
| Ability to follow and document helpdesk procedures | Y | |
| Previous work experience | | Y |
| Experience of fault finding and repairing computer hardware | | Y |
| Knowledge of Networking and Wi-Fi | Y (Level 4) | Y (Level 3) |
| Knowledge of 3CX VoIP Telephony | Y (Level 4) | Y (Level 3) |
| Knowledge of Windows Deployment Services | Y (Level 4) | Y (Level 3) |
| Knowledge of Active Directory/ DNS/ DHCP | Y (Level 4) | Y (Level 3) |
| Knowledge of virtualised server environments –Microsoft HyperV or VMware | Y (Level 4) | Y (Level 3) |
| Knowledge of Microsoft Office 365 (Sharepoint/Teams), Google GSuite | | Y |
| Knowledge of Microsoft Intune & Windows Autopilot | Y (Level 4) | N (Level 3) |
| Working knowledge of AV systems including projectors & Interactive whiteboards | | Y |



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| C | Personal Qualities | | |
|----------|-------------------------------------------------------------------------------------------|---|---|
| | Can work effectively as part of a team | Y | |
| | Can communicate effectively at all levels whilst maintaining a calm professional attitude | Y | |
| | Confidence to deal with new people and situations | Y | |
| | A commitment to continuing professional development | Y | |
| | Good practical knowledge and problem solving skills | Y | |
| | Good organisational skills | Y | |
| | An awareness of the importance of confidentiality and data protection | Y | |
| | A commitment to safeguarding and promoting the welfare of children | Y | |
| | Can embrace whole school initiatives. | Y | |
| | Is sympathetic to the Catholic ethos of the Trust | Y | |
| | Ability to be respectful and promote equality of opportunity and diversity | Y | |
| | Ability to work unsupervised and use initiative to prioritise workload | | Y |
| | Ability to work accurately under pressure to tight deadlines | | Y |
| | Desire to make a positive contribution to the whole school community | | Y |
| | Display enthusiasm for ICT in an education environment | | Y |

| D | Other | | |
|----------|--------------------------------------------------|--|---|
| | Full UK Driving licence and access to a vehicle. | | Y |