

POST TITLE: IT Technician (Apprentice)	GRADE: Apprentice Rate
RESPONSIBLE TO: IT Area Team Leader	

Responsible for:

No Direct Reports

Purpose of role:

Provide technical and administrative support, practical assistance and advice where required to Trust staff and students under the direction of the Director of IT Services or his/her delegate.

The post holder will provide a professional, effective and proactive service to support IT on the site(s) to which they are assigned.

Main Accountabilities:

- Provide Level 1 and 2 technical support to users relating to all IT, telecoms and AV equipment (henceforth referred to as “IT equipment”).
- Maintain the site service desk ensuring that users are kept informed in line with service standards.
- Install new IT equipment and install operating systems and software onto them as directed.
- Maintain network access rights including creating individual new user accounts and archiving old ones.
- Create self-help and training resources to support end users.
- Ensure that all IT equipment is kept clean, tidy and in a safe condition
- Undertake routine and non-routine checks, maintenance, calibration, cleaning and fault investigation.
- Assist with the provision and support of IT equipment associated with assemblies, meetings and other presentations.
- Assist with the preparation of IT equipment for open evenings and other similar events that will occasionally require out of hours working.
- Maintain and repair IT equipment, liaise with third-party maintenance and repair companies or seek specialist assistance to ensure safe and efficient operation.
- Diagnose and resolve workstation operating system and software problems, independently where possible but seeking advice when necessary.
- Ensure the safe storage of equipment, materials and the disposal of waste and hazardous material in line with relevant regulations, guidelines and Trust procedures.
- Maintaining records of stock and loans of equipment and materials, identifying when new stock is required and taking receipt of stock deliveries.
- Undertake annual stocktaking.
- Delegated responsibility for petty cash and the purchase of relevant items locally when authorised, assessing the availability of suitable alternatives in line with best value principles and maintain records of transactions and expenditure in accordance with the Trust’s financial procedures.
- Undertake clerical duties when necessary.
- Assist teaching staff as directed and undertake other duties and responsibilities commensurate with the post, including assisting or advising other Technicians in areas of particular competence or skill.
- Actively contribute to training, support and development of other IT Services team members.

Data Protection and Safeguarding:

- Work within the requirements of Data Protection at all times.
- Understand your responsibilities in relation to Safeguarding and child protection and how to highlight an issue / concerns.
- Remain vigilant to ensure all students are protected from potential harm.

General:

- The post-holder will be expected to exemplify the trust values of Respect, Opportunity, Collaboration and Aspiration and demonstrate trust behaviours as outlined in “The Futura Way”.
- The post-holder will be expected to undertake any appropriate training provided by the Trust to assist them in carrying out any of the above duties.
- The post-holder will be expected to contribute to the protection and welfare of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.
- The post-holder will be required to promote, monitor and maintain health, safety and security in the workplace. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are ‘protected’ for the purposes of the ‘Exceptions’ order.
<https://www.gov.uk/government/collections/dbs-filtering-guidance> ‘

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

Futura Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Your suitability to work with children and young people will form part of the selection process. For this post prior to appointment, Futura Learning Partnership will apply for an enhanced disclosure certificate from the Disclosure and Barring Service.

Person Specification – IT Technician (Apprentice)	Essential (E) or Desirable (D)
Education/Qualifications	
3 GCSE or equivalent, including English and Maths	E
Educated to an A Level standard in relevant subjects	D
Good level of numeracy and literacy	E
Experience	
Experience of IT support in a work environment	D
Experience of providing IT Support in an education environment	D
Experience of supporting Windows 10 or later in an enterprise environment	D
Behaviours	
Able to demonstrate Futura values and how to live them in the workplace	E
Good communicator	E
Professional and approachable	E
Able to problem-solve	E
Assertive, confident and tactful	D
Confident at following through on tasks and resolving enquiries	D
Pro-active and innovative	D
Positive attitude to change	D
Skills	
Excellent written and verbal communication skills	E
Good planning and organisational skills	E
Ability to prioritise and multi task	E
Ability to diagnose and troubleshoot issues	E
Ability to use own initiative and work unsupervised when appropriate to do so	E
Current UK driving licence	D
Attributes	
Committed to the trust's aims	E
Committed to Equality and Diversity	E
Committed to own continuing professional development	E
Other	
Occasional work outside normal working hours - prior notice given	E