**JOB**

 **DESCRIPTION**

 Job Title:

 **IT Apprentice**

 Location:

**Located at a named academy within a small geographical area**

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| **Job Purpose:** | To contribute to the delivery of an effective ICT support service throughout the academy to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines. |
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| **Background:**  | The David Ross Education Trust (DRET) is a network of academies with a geographical focus on Northamptonshire, Leicestershire, Lincolnshire, Yorkshire/Humberside, and London. Our aim is to be the country’s leading academy chain, committed to delivering the highest educational standards alongside an unrivalled package of sporting and cultural enrichment. |
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| **Reporting To:** | Academy IT Manager |
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| **Salary:** | Apprentice Salary rate |
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**KEY RESPONSIBILTIES AND ACCOUNTABILITIES**

**Supporting the use of IT**

* Carries out routine IT support tasks as set out in the maintenance plan by line manager.
* Checks the service desk for tickets assigned by the system, and actively picks up others when able.
* Supports the resolution of IT support issues from the service desk, ensuring the users are able to return to normal operation as rapidly as possible.
* Assists in carrying out planned changes to the academy system as required.
* Carries out any scheduled works (such as patches) as directed.
* Carries out any routine checks and maintenance tasks on the system as directed.

**Administration**

* Helps to keep records of equipment and software at the site up to date.
* Assists in identifying the best products and suppliers for the academy IT system when required and gets quotes for the correct product when required.
* Identifies equipment where there are issues requiring an upgrade or replacement.
* Contributes to the planning for developing IT systems at the academy as required.

**Handling Difficult Situations**

* Alerts colleagues in the case of any serious problem and assists in resolving it as directed.
* Remains alert for any problem with IT security at the site, assisting with resolving any problems and investigating the cause.
* Alerts colleagues of any cases where there is a concern a system may not be correctly licensed for use. Carries out software installations as required.
* Supports investigations as required by the child protection officer and principal.

**Other**

* Work alongside the broader IT & Data Team to ensure operational cover is maintained.
* Safeguard the integrity of all Trust data by ensuring the accurate input and audit, as required, of information being inputted to DRET systems.
* Positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge.

**PERSON SPECIFICATION**

Your application will be reviewed against the essential and desirable criteria listed below.

Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application

2 – Test/Presentation

3 – Interview

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|  | **Essential**  | **Desirable**  | **Assessed**  |
| Qualifications and Professional Development  |  |  |  |
| * Educated to GCSE-level or equivalent, including English and Mathematics.
 |  |  | **1** |
| * A skilled user of Microsoft Office, with the ability to produce, create and edit documents using Word, Excel, PowerPoint and Outlook.
 |  |  | **1** |
| * Technical ICT Knowledge and skills with hardware and software to support ICT services.
 |  |  | **1** |
| Experience  |  |  |  |
| * Experience of providing excellent customer service.
 |  |  | **1,3** |
| * Ability to use initiative to identify issues, problems or concerns and to know when to refer onwards.
 |  |  | **1,3** |
| * Flexible approach to working arrangements and duties.
 |  |  | **1,3** |
| * Experience of working in a school environment.
 |  |  | **1,3** |
| * Experience in the provision of information and communicating with academy staff, parents, carers and pupils
 |  |  | **1,3** |
| * Responsible for supporting and maintaining ICT systems and services
 |  |  | **1,3** |
| Skills and Knowledge  |  |  |  |
| * Able to always maintain the strictest confidentiality and integrity.
 |  |  | **1,3** |
| * Up to date knowledge of ICT, equipment, services, facilities all hardware and software applications to support learning and management within the academy environment
 |  |  | **1,3** |
| * Sensitivity when collaborating work with colleagues at all levels.
 |  |  | **1,3** |
| * Knowledge and understanding of Microsoft Office Platforms
 |  |  | **1,3** |
| * Excellent written and verbal communication skills with the ability to relate well to a wide range of stakeholders.
 |  |  | **1,3** |
| * Able work under your own initiative and deal with demands of a geographically dispersed team.
 |  |  | **1,3** |
| * Able to work as part of a diverse team.
 |  |  | **1,3** |
| * Able to promote the safeguarding and welfare of children and young people across the Trust.
 |  |  | **1,3** |
| * Willingness to ensure that equal opportunities are promoted and developed across the Trust.
 |  |  | **1,3** |
| * Able to promote inclusion at all levels.
 |  |  | **1,3** |
| * Able to organise, lead and motivate staff at all levels.
 |  |  | **1,3** |
| * Effective communication skills with staff and pupils as part of ICT technical support to solve issues and provide IT-related information and assistance
 |  |  | **1,3** |
| Equal Opportunities  |  |  |  |
| * A commitment to promoting equality and diversity, providing an inclusive and co-operative environment in which all students and individuals working for and on behalf of the organisation feel respected and able to give of their best.
 |  |  |  |
| Safeguarding  |  |  |  |
| * Committed to promoting the welfare of all children and creating a safe environment in which children can learn; considering, at all times, what is in the best interests of the child.
 |  |  |  |
| * Play an important part in the wider safeguarding of children – identifying concerns, sharing information and taking prompt action to safeguard and protect them.
 |  |  |  |
| * Aware that the Trust will take all steps to prevent those who pose a risk of harm from working with children. Recruitment procedures ensure rigour in identifying and rejecting people who might abuse children.
 |  |  |  |
| Health and Safety  |  |  |  |
| * Aware of Health & Safety and Safeguarding as appropriate to role
 |  |  |  |

*Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.*

*The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.*

*The Academy will endeavour 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.*

*This Job Description is current at the time of printing but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.*

*The David Ross Education Trust is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo vetting appropriate to the post, including a social media presence check and Enhanced DBS check. The successful applicant will be expected to adhere to all safeguarding, welfare and health and safety policies and procedures of the Trust.*

***All pre-employment checks are in line with "Keeping Children Safe in Education" statutory guidance.***