

IT Apprentice Job Description

Reporting to:	Senior IT Technician with a dotted line to Trust IT Network and Support Manager
Grade:	Apprenticeship rate
Hours of Work:	Full time, all year round
Liaising with:	Internal - Trust IT Team, Academy Senior Leadership, Academy Staff, Academy Governors, Academy Pupils External - Suppliers, Service providers

Job Purpose

To work as part of the ICT Support team with the responsibility of a helpdesk operative providing the first contact for technical support within academies. To work across hub academies as necessary providing onsite and remote support.

You will provide ICT and technical support, including lighting, sound, audio and visual for the Music and Drama departments, plus whole school and external events.

To provide support to all stakeholders within the academy and, where required, it's hub academies. To ensure support requests are answered in a timely manner and a high level of service is delivered to end users. To undertake necessary training to fulfill the requirements of the apprenticeship in a timely manner.

Specific areas of responsibility and key tasks:

- Provide in house support for IT issues ensuring an efficient, accurate and knowledgeable service for all service users, logging faults and ensuring communications are responded to.
- Working as part of a team; to be proactive, motivated and have an understanding of good service and a customer focused approach.
- Having an on-going understanding of the teams priorities through participation at regular team meetings and daily updates
- Liaison with the Trust IT Team on matters affecting the network and taking appropriate preventative/corrective action where appropriate (servers, desktops, laptops, wireless and wired networks, phone system, printers, software etc).
- Install, repair and configure components, peripherals and software for PCs and networks as required, including projector installation, PC installation and other infrastructure components which may require manual handling or working at height.
- Be responsible for the storage, security and maintenance of all technical equipment including an equipment/software audit and keep an up to date inventory.

- Maintain the schools printing, ensuring cartridge stock is healthy and distributing cartridges as and when required
- Make changes to URL filtering as required for safe use of equipment.
- Administer user accounts and systems as required.
- Assist all members of Academy staff with ICT issues, ensuring all issues are logged to the helpdesk.
- Provide onsite and remote support to other OLOL academies as required.
- To work with the Music and Drama department, assisting with lighting and sound requirements for shows and other requirements.
- To set up PA/AV systems and provide technical support for school events such as staff meetings, training, assemblies etc.
- Perform any task or duty under the reasonable direction of your line manager, IT Director or the Headteacher.
- To perform, if required, other tasks commensurate with the role as instructed by the Director of ICT
- To participate in training and other learning activities and performance development as required
- To ensure strict confidentiality in all areas of work
- To work and process personal and sensitive information in accordance with Data Protection Act 2018 including the General Data Protection Regulations (GDPR) 2018
- To ensure work is conducted in a way that protects the safety and security of information (e.g. strong passwords, reporting breaches, securing paper records, securely disposing of records)
- To understand and comply with the statutory guidance regarding safeguarding of children, ensuring the safeguarding and promotion of children's welfare at all times, reporting any concerns to the Designated Safeguarding Officer immediately
- To comply with the Trust and academy's policies and procedures at all times
- To undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

Person Specification

A Training and Qualifications	Essential	Desirable
Educated to GCSE (or equivalent) including grade C/grade 4 or above in maths and English	Y	
Level 3 or above in ICT		Y
Evidence of commitment to continuing professional and personal development of self and others	Y	
ICT industry standard qualification (eg CCNA, MCP)		Y
Educated to A Level Standard		Y

B Experience	Essential	Desirable
Previous first line support, service desk or call centre experience		Y
Outstanding customer care skills	Y	
Excellent telephone manner	Y	

C Professional Knowledge and Skills	Essential	Desirable
Good analytical skills and ability to concentrate on intricate issues for significant periods of time	Y	
Able to keep up to date with the latest technological advances	Y	
Good written & oral communication skills	Y	
Knowledge of Microsoft Office/Microsoft Windows 7 and 10	Y	
Audio/Video troubleshooting	Y	
Up to date awareness of ICT market	Y	
Good organisational skills		
Ability to empathise with parents, pupils, staff and the management team		

Able to work both individually and as part of a team	Y	
Able to prioritise workloads, negotiate and meet deadlines under pressure.	Y	
Able to provide training to staff and students in the use of technology	Y	
A logical approach to problem solving	Y	
Development of ICT solutions to enhance or improve systems		Y
Knowledge of education specific software, eg SIMs.net		Y
Knowledge of interactive hardware and software		Y
Knowledge of Microsoft Servers and Active Directory		Y
Knowledge of wireless and wired network technologies		Y

D Personal Attributes	Essential	Desirable
Willingness to support Catholic life across the Trust	Y	
Ability to command credibility and respect	Y	
Emotional resilience	Y	
Ability to self-evaluate and reflect	Y	
Able to adapt to changing circumstances and new ideas	Y	
Attention to detail	Y	
Can-do attitude and solution focused approach	Y	
Ability to be respectful and promote equality of opportunity and diversity	Y	

E Safeguarding	Essential	Desirable
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	Y	



The Our Lady of Lourdes 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, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust 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.

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.