

Role Profile: IT Systems Support (Apprentice)
Salary: NJC3 £25,648 (Pro Rata)
Reporting to: Chief Technical Officer
Responsible for: n/a

Important Functional Relationships:

Internal:

Staff within Wave Multi Academy Trust, including IT Services, Data, Administration, and Academy staff.

External:

External IT service providers, software vendors, local authorities, and other agencies as required.

Our Values:

- **Teamwork**

We recognise that when we work together effectively we are stronger and more consistent.

- **Empathy**

Consider the consequences of my decisions, large and small on those around me.

- **Inclusivity**

Everybody is treated fairly and equally no one is marginalised or left behind.

- **Respect**

We will ensure that we have due regard for the feelings, wishes, or rights of others in every action we take.

- **Positive**

It is our intention to stay constructive, optimistic and confident both for and with our young people and their families.

We believe that the values that we embody in Wave MAT empower young people to succeed, these are the values we are looking for when we seek new staff.

Job Purpose

To support the Chief Technical Officer and the wider IT and Administration teams in maintaining, developing, and improving the Trust's information systems and data processes.

This apprenticeship role provides hands-on learning and mentoring to develop the skills required for a career in IT systems and data management.

The postholder will assist in ensuring that systems and data are accurate, secure, and effective in supporting the Trust's operational and educational objectives.

Roles and Responsibilities



Systems and Data Support

- Assist in maintaining and developing the Trust's information systems (including MIS, reporting platforms, and databases).
- Support data entry, validation, and accuracy checking under the supervision of the Chief Technical Officer.
- Help manage user accounts, permissions, and system access requests.
- Provide first-line IT support to staff, resolving issues or escalating as needed.
- Assist with system updates, backups, and general IT maintenance tasks.

Reporting and Analysis Support

- Support the collection, collation, and presentation of Trust and academy data.
- Assist in producing reports and dashboards to support leadership and governance.
- Learn to use and maintain reporting tools such as Excel, Power BI, or MIS reporting modules.
- Ensure data confidentiality and integrity in line with GDPR and Trust policies.

System Administration

- Help maintain and update Trust databases, including pupil and staff information.
- Support configuration, documentation, and testing of new or updated systems.
- Assist in the electronic transfer and upload of data from external systems.
- Maintain an inventory of IT assets and user equipment as required.

Training and Learning

- Complete all apprenticeship training and qualification requirements, within the timeframes allocated.
- Engage fully in professional development opportunities provided by the Trust.
- Seek guidance and feedback from the Chief Technical Officer and IT staff to develop knowledge and confidence.
- Stay up to date with emerging technologies and good practice in data and IT management.

Working with colleagues and other relevant professionals

- Communicate clearly and effectively with colleagues and stakeholders.
- Work collaboratively under the direction of the Chief technical Officer.
- Contribute positively to the Trust's culture of teamwork and continuous improvement.
- Communicate with and attend learning sessions and general meetings with our IT Systems Service Provider.
- Build constructive professional relationships with staff across the organisation.
- Attend and participate in the IT Strategy group and ICT Champions meetings.

Health and safety

- For lone working, ensure that you have read the appropriate policy
- Keep yourself safe
- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act), ensuring the safety of all parties



they come into contact with, such as members of the public, in premises or sites controlled by the Trust

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside academy
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality
- Demonstrate Wave's Values, to develop and sustain effective relationships with the school community
- Respect individual differences and cultural diversity



ATTRIBUTES	ESSENTIAL	DESIRABLE
Relevant Experience	- Interest or experience in using computers and IT systems. - Experience using Microsoft Office	- Previous experience providing IT or administrative support (including voluntary). - Experience with Management Information Systems (MIS) or databases.
Education & Training	- GCSE Grade C/Level 4 in Maths and English, or equivalent - Willingness to undertake an IT apprenticeship qualification.	- IT-related qualification (e.g. BTEC, A-Level in ICT or Computing). - Industry-recognised IT certification (e.g. CompTIA, Microsoft Fundamentals).
Special Knowledge & Skills	- Basic understanding of computer hardware, software, and networks. - Good problem-solving and analytical thinking skills. - Strong organisational skills and attention to detail. - Ability to communicate clearly, both verbally and in writing.	- Knowledge of data protection (GDPR) and IT security principles. - Awareness of reporting tools such as Power BI or Excel data analysis functions. - Understanding of how IT supports business or educational operations.
Personal Qualities	- Eagerness to learn and develop new skills. - Positive and proactive attitude. - Reliable, professional, and able to work to deadlines. - Ability to work effectively both independently and as part of a team.	A genuine interest in data, technology, and problem solving.
Any Additional Factors	- Commitment to the Trust's values and safeguarding principles. - Willingness to travel between sites if required.	

