BROAD HORIZONS EDUCATION TRUST

Information Technology Apprentice Technician

| Version 1.1 | Job Description & Person Specification |

Trust Function: Information Technology

Pay Scale: Apprentice Scale

Responsible to: Network Manager/Senior Technician

Responsible for: None

Overview

The Apprentice IT Technician will assist in ensuring Trust's IT infrastructure and systems are maintained, improved and fully utilised which is key to achieving the Trust's strategic aim to "grow and develop the organisation".

The Trust has adopted a business partnering model for Information Technology alongside other centralised services. The IT Technician will assist in contributing to the effective delivery of this, while empowering others as far as possible.

A core aspect of the Trust is encouraging and enabling continuous professional development. The IT Technician will assist in supporting the delivery of this across the Information Technology team against a clear career development pathway.

Roles and Responsibilities

1   Strategy, organisational development and design

1.1   Contribute towards the implementation, monitoring and review of the Information Technology service improvement and development plan.

1.2   Assist senior IT staff in completing Information Technology related due diligence work as required.

1.3   Contribute to the improvements in the Information Technology department processes and activity, as well as contributing to building a culture of continuous improvement.

1.4   Assist the Information Technology Management team in the effective risk management and business continuity arrangements to be in place for Information Technology.

1.5   Ensure the Information Technology related policies are adhered to and that they represent current good practice. Provide feedback to the Information Technology management team where appropriate.

2   Information Technology Team

2.1   Assist members of the Information Technology team across a range of operational tasks.

2.2   With support from the line manager, identify your own training requirements and undertake that training as necessary.

3   Infrastructure & Equipment

3.1 Contribute to the development, monitoring and review the Trust's plan for the maintenance, replenishment, improvement and utilisation of its infrastructure, networks and equipment, ensuring this supports the Information Technology department's objectives.

3.2 Assist in ensuring the effective lifecycle management of the Trust's infrastructure, networks and equipment, proactively highlighting the need for capital investment and replacement to the IT Management Team.

3.3 Assist in the delivery of projects while ensuring work with external contractors is joined up and considers cybersecurity, health & safety, value for money, educational operations.

3.4 Assist IT Management team for making evidence informed recommendations for prioritisation of the Information Technology capital programme to support the Executive Team with any decisions on capital rationing.

3.5 Proactively liaise with contractors and other stakeholders as necessary.

3.6 Work with the Estates team where Information Technology capital works require input from Estates such building configuration for access control and changes to network architecture.

3.7 Responsible for reporting on any issues with infrastructure, networks and equipment, while also ensuring solutions are well maintained.

4 Software & Licences

4.1 Report service levels, coverage, compliance and value for money issues with any Information Technology related contracts to the IT Management Team.

4.2 Support work around effective management of software and licences across the Trust.

4.3 Support the re-procurement projects of contracts and paid services.

5 Cybersecurity

5.1 Responsible for ensuring that cybersecurity is always considered with own activity and work, raising any actual or potential issues with the Information Security & Risk Manager.

5.2 Support the Information Security & Risk Manager to establish and embed a positive cybersecurity aware culture across all levels of the organisation, with members of the Information Technology team as proactive advocates of this.

5.3 Responsible for ensuring input from the Information Security & Risk Manager is obtained where relevant on decisions and recommendations on infrastructure, networks and equipment regarding cybersecurity, business continuity and disaster recovery.

6 Data & GDPR

6.1 Responsible for ensuring that data governance and GDPR is always considered with own activity and work, raising any actual or potential issues with the Information Security & Risk Manager.

6.2 Support the Information Security & Risk Manager to establish and embed a positive data governance and GDPR compliant culture across all levels of the organisation, with members of the Information Technology team as proactive advocates of this.

7 Websites & Social Media

7.1 Support the Information Security & Risk Manager as necessary on the maintenance and improvement of the Trust's websites and social media platforms.

8 Support & Helpdesk

8.1 Responsible for providing high quality and prompt support as necessary, particularly around complex queries and issues around infrastructure, networks and equipment.

8.2 Assist in Trust-wide support projects and activities on device roll out or other change management projects.

9 Miscellaneous

9.1 This job description is not an exhaustive list of responsibilities and does not cover all individual tasks associated with the role, or tasks which could be reasonably expected by the Trust to be undertaken in relation to the post holder's responsibilities.

9.2 It is a requirement of the post holder to make positive efforts to maintain his/her personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with policies on health and safety.

9.3 This job description can be altered, with the agreement of the post holder and will be reviewed on an annual basis.

Person specification and assessment approach

Requirements	Essential	Desirable	Assessed
Qualifications			
Passes at A level (or equivalent)		X	Application
5 or more GCSEs at grade C (pre 2017) / grade 4 (post 2017) or above including Maths and English		X	Application
Evidence of continuous professional development		X	Interview
Full UK Driving Licence		X	Application
Experience			
Working in the education sector		X	Application
Knowledge & Skills			
A high degree of competence in the use of Microsoft Excel, Google Sheets or other spreadsheet		X	Interview
Good written and verbal communication		X	Interview
Good presentation skills		X	Interview
Good problem solving abilities		X	Interview
Ability to analyse and evaluate information to inform own decisions or make considered and evidenced based recommendations to others		X	Interview
Personal Attributes and Others			

Committed to own and supporting others' continuing professional development		X	Interview
Conscientious and willing team member, with a can-do, positive attitude		X	Interview
Organised, able to work on own initiative and meet set deadlines		X	Interview
Be able to maintain confidentiality, acting in a professional manner at all times		X	Interview
Be able to work in an environment where staff at all levels feel able to offer and receive ideas, feedback and constructive criticism from all colleagues		X	Interview

Agreement and review

Signature: Print Name:

Date: