



JOB DESCRIPTION

Job Title:	ICT Technician Apprentice
Reporting to:	Local Network Manager
Salary:	National Apprenticeship wage
Hours of Work:	37 hrs a week

Job Purpose:
<p>To work under the guidance of the Local Network Manager to provide specialist support in all aspects relating to the care and maintenance of ICT resources across the Multi Academy Company (hardware, software, audio-visual, computer-linked, computer-related, photocopying and telephone equipment).</p> <p>The post holder will also be required to provide effective first and at times second line support to customers served by their hub.</p>
Key Duties Responsibilities and Tasks
<ul style="list-style-type: none"> • Provide first line and second line support to students and staff for ICT resources using the service desk. • Carry out routine administration including password resets and adding print credits. • Assist with the administration process regarding purchases of ICT resources. • Assist with the setting up, upgrading, maintenance and repair of ICT resources. • Install and configure operating systems and applications. • Support staff and students with the use of ICT, including in-class support where appropriate. • Support staff and students with the set-up and preparation of ICT resources. • Work with staff, students and parents to promote the safe use of ICT. • Help produce and maintain ICT statistics, reports, checklists and other documentation as necessary. • Assist with the upkeep of the ICT asset register/inventory and service catalogue. • Help maintain appropriate stock levels of consumables and accessories and to raise purchase orders as necessary ensuring that value for money is obtained. • Maintain satisfactory standards of safety and security in relation to ICT suites and ICT resources. • Report any detected breach of the MAC ICT Acceptable Use policies to the Local Network Manager. • Provide a high level of service to the business in a deadline driven environment and work to an agreed service level. • Keep abreast of technological developments and encourage the use of ICT at all levels. • Maintain relationships with fellow IT staff, taking part in team and departmental meetings. • Be aware of and abide by the MAC health and safety procedures and associated policies. • Proactively implement the MAC policies and procedures. • Work flexibly and undertake any other relevant duties and responsibilities, as may reasonably be requested by the MAC.
Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfil the role of Apprentice ICT Technician are up to date.
- Maintain an effective level of technical competence by participation in educational programmes and self-guided reading as appropriate.
- Be a professional role model and understand and promote the aims of the School and the values of the Trust.
- Work towards and complete an NVQ Level 3 for an Advanced Apprenticeship in IT, Web, Software & Telecoms.

PERSON SPECIFICATION

	Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> • To be committed to undertaking and completing an apprenticeship programme. • GCSE or equivalent Maths and English (Grade C/4 or above). • GCSE or equivalent Computer Science/ICT (Grade C/4 or above). 	<ul style="list-style-type: none"> • Up to date knowledge and understanding of IT developments and their potential to contribute to the provision of effective and efficient response to educational needs. • Knowledge of Office 365 cloud services and apps.
Skills and Abilities	<ul style="list-style-type: none"> • Able to communicate effectively both verbally and in writing with a range of audiences. • Able to maintain the highest levels of confidentiality and data security. • Organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail. • Good interpersonal skills and the ability to handle difficult situations in a patient, calm and effective way. • Good problem solving and analytical skills. • Able to present themselves and the ICT service positively and professionally. 	

	<ul style="list-style-type: none"> • Able to work with adults and students. • Able to self-evaluate learning needs and actively seek learning opportunities. • Able to work independently and collaboratively to ensure the delivery of agreed workload. • Can interpret and present written and numerical data in Application / Interview formats including spreadsheets and written reports. • Able to consistently produce high quality work and maintain accurate records. • Physically able to carry out the requirements of the role, subject to reasonable adjustments as may be required. • Able to follow the school's safeguarding procedures and recognise when to report any concerns 	
Knowledge and understanding	<ul style="list-style-type: none"> • Install, maintain and troubleshoot software and hardware – Windows and Apple based. • Knowledge of Microsoft software including Office. 	
Experience	<ul style="list-style-type: none"> • Experience of basic applications such as Microsoft Office Word, Outlook, Excel, and PowerPoint. 	<ul style="list-style-type: none"> • Experience of trouble shooting and fixing computer hardware and software problems. • Experience of supporting end users. • Experience of using and preparing audio/visual equipment

Other Requirements	<ul style="list-style-type: none">• Able to work flexibly and to attend meetings and INSET days as required.• A professional role model who is committed to their own professional development and to developing others.• Willingness to partake in ad hoc project work	<ul style="list-style-type: none">•
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