BOHUNT
WORTHING

IT Apprentice

Job Purpose

The apprentice will be responsible for ensuring that all issues or enquiries by staff and students are dealt with efficiently and effectively. The successful candidate will be helpful, have good communication skills and be able to diagnose basic issues and helpdesk tickets.

Responsibilities

- Provide support to staff and students throughout the working day.
- Respond to any requests from staff and students
- Work with the ICT Technician to support repairs of both staff and student devices.
- Work with all staff and students to resolve issues as efficiently and effectively as possible including printer issues, data projectors, student passwords.
- Assist with the installation and application of software licenses.
- Carry out regular health checks on hardware and software.
- Undertake regular in-house training to become certified to carry out repairs on all devices.
- Ensure effective safeguarding procedures are in place and continually monitored.
- Attend departmental meetings and other meetings as required.
- Take part in any necessary training and accreditation.
- Take part in performance management reviews
- To establish and maintain good relationships with all Students, parents/carers, colleagues and other professionals.
- Assist with the operation of the school's information and communication networks, undertaking appropriate repairs as necessary
- Advise on and assist with the effective development of the school's information and communications networks
- Assist your line manager and the senior leadership team with hardware and software matters within the school including any ICT developments, relevant bids and suppliers

- Assist administrative staff with hardware and software operations as required by your line manager including SIMS and Google Suite.
- Ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment, including checking the functioning of all networking connections and active components, back-up schemes for the curriculum and administration ICT environments
- Carry out checks including adjusting monitor settings if required and cleaning monitors and keyboards
- Install and configure hardware and software including new releases, carry out testing and train staff
- Monitor the performance of hardware, software and the network, identifying problems and resolving them, and advising your line manager of issues and potential improvements
- Provide live run scheduling and monitoring as required, including integrity checking for archive/back-up data including data export for networks and other regular housekeeping and maintenance procedures
- Assist with the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation
- Maintain accurate and up to date records of all ICT hardware and software on site including, for example, laptops and digital projectors
- Diagnose and report faults to maintenance contractor including liaising with the contractor in the fixing of faults
- Check and re-fit toner and cartridges and carry out periodic printer/ photocopier maintenance such as head cleaning and alignment. Liaise with photocopier provider for support as necessary
- Control stock, including liaising with suppliers, maintaining records, and monitoring stock levels
- Maintain a log of work undertaken, problems, changes and resolutions
- Work in conjunction with the Network Manager
- Monitor and manage the use of the internet within the school, including the management of e-mail accounts
- Support the network by adding new members of the school community and the archiving of user materials from school leavers (both staff and students) before removal of their user accounts.
- Ensure all staff receive a security badge and remove leavers from the system
- Maintain user, public and shared folders and desktops
- Support the delivery of INSET programmes for staff and assemblies as required

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