

Job Description

Job Title	IT Technician Apprentice
Reports to	Senior IT Technician
Line Management of	N/A
Working Hours & Pattern	37 Hours per week, 52 weeks
Salary / Grade	Apprenticeship Rate
Date Last Evaluated	June 2024
Core Purpose	The IT Technician Apprentice plays a crucial Tier 1 role in ensuring the smooth operation of the school's technology infrastructure to provide reliable and secure access to Digital Tools and Services. This position involves maintaining accurate reporting and log-keeping helping build and maintain our team's high-quality service while supporting IT Projects to work towards our strategic vision. They will provide IT assistance, maintaining hardware and software, and supporting both staff and students across the Trust.

Key Responsibilities	
Hardware and Software Maintenance:	
<ul style="list-style-type: none"> • Install, configure, and maintain hardware and software across the school premises, ensuring proper function of Computers, Peripherals and other devices. • Familiarity with various software applications including; Windows, Office 365, MIS, Apple iOS etc. and curriculum-specific software. • Diagnose faults and perform repairs or maintenance. • Install and test new ICT equipment to agreed standards (hardware, network points, peripherals, and software). 	
Classroom Support:	
<ul style="list-style-type: none"> • Assist teachers and pupils with IT technical issues in the classroom. • Maintain and support interactive whiteboards, screens and other education focused A/V equipment. • Undertake proactive maintenance to ensure seamless Teaching experience in the classroom. 	
Security and Safety:	
<ul style="list-style-type: none"> • Identify and address security vulnerabilities while on the job. • Challenge GDPR shortcomings when discovered or observed. • Maintain and promote the highest standards of cyber security. • Address and report Health and Safety concerns. 	
Customer Care and Support:	
<ul style="list-style-type: none"> • Provide immediate solutions to Teachers/Staff while keeping logs of all work done to enable the need for longer term solutions to be found. • Maintain logs and records of problems/issues/solutions via 'Help Desk' to enable pattern/trend spotting to inform proactive maintenance, resource coordination and IT Project workflows. • Deliver 'Customer Service Packages' for new starters including IT induction and awareness of DSE. 	

Training and Development:

- Maintain a growth mindset at all times, looking for opportunities to develop new skills and knowledge.
- Keep records of new learning and skills to assist Departmental Review and Continuous Development.
- Respond positively to feedback and guidance.
- Participate in and lead staff training in relation to IT skills for Teachers/Staff.

General Responsibilities:

- Set up and maintain A/V & presentation equipment (e.g. projectors) for assemblies, meetings and events.
- Maintain high standards of order, storage and cataloguing of IT assets and inventory.
- Support IT Projects and work proactively on backlogs.
- Utilise 'Help Desk' as a pivot point for daily working routines and IT Projects.
- Adhere to child protection, confidentiality, and health and safety policies.
- Contribute to the overall ethos and aims of the Trust.
- Undertake additional duties as required by the Trust IT Lead or their delegates.
- Be a role model to Pupils by setting a benchmark for professional behaviour and conduct.

General Responsibilities

- Take on any additional responsibilities which might from time to time be reasonably determined.
- Create and maintain positive and supportive relationships with staff, parents, business, community and other partners including the Board.
- Demonstrate a positive commitment to equality and diversity.
- Engage with appropriate training opportunities to promote professional effectiveness in this role.
- Promote a flexible approach to meet the changing needs of the Trust.
- Ensure the Business Services Team receive adequate support to meet operational objectives.

Trust Responsibilities

In addition to the specific responsibilities of this post, every member of staff at the Trust will commit to:

- Providing a courteous and efficient service at all times.
- Using their influence with other staff and students to promote high standards of behaviour and order within the Trust.
- Working to maintain the Trust at the forefront of educational practice.
- Fostering and sustaining a culture of leadership and creativity within all aspects of the Trust's operation.
- Promote the safeguarding of all learners.

The duties and responsibilities listed above describe the post as it is at present. It cannot be read as an exhaustive list of duties and may be altered at any time with Academy approval.

Note: Every job description in the organisation will be subject to a review either:

- On an annual basis at the time of the annual appraisal meeting, or
- As a result of a change in strategic direction, or
- As a result of a team/operational requirements, or

It is the shared responsibility of the post holder and their manager to ensure that the job description is kept up to date.

Person Specification

Attribute	Essential or Desirable	Assessment
Qualifications		
Relevant IT certifications/qualifications OR join us via an IT Apprenticeship Course [details on request]	E	A
Minimum grade 5/C in English GCSE	E	A
Minimum grade 5/C in Maths GCSE	E	A
Skills and Abilities		
Desire to develop new skills and knowledge as part of a supportive team	E	A/I
Excellent communication and interpersonal abilities	E	A/I
Ability to travel to Trust sites in a timely manner	E	A/I
Flexibility to work outside normal hours when necessary e.g open mornings, examinations (will be agreed in advance)	D	A/I
Strong problem-solving skills	E	A/I
Excellent customer care and support skills	D	A/I
Personal Commitment		
Demonstrate and adhere to TDET and Academy's core values	E	A/I
Commitment to equality and diversity in the workplace	E	A
Adhere to GDPR guidelines and the Trust/Academy's internal procedures	E	A
Adhere to Safeguarding and Prevent policy and procedures	E	A/I
Adhere to TDET's Health and Safety policy and procedures	E	A

Assessment methods

A – Application I – Interview T – Task/Activity L – Lesson Observation R – References