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| **Role:** | | Apprentice ICT Support Technician |
| **Job Purpose:** | | **Provide technical support for school and the ICT systems. Structured training paths through an apprenticeship scheme to develop technical ICT support skills.** |
| **Accountable to:** | | ICT Operations Manager |
| **Accountabilities:** Working as a member of the ICT Support team to ensure the reliable provision of school ICT systems and services. Providing assistance to ensure a resilient platform is available for school ICT systems and fall-back systems are in place. Resolving support issues with guidance from team members and skills learnt from the apprenticeship and on-the-job training. | | |
|  | **Main Accountabilities of the post**  The role will involve learning all aspects of ICT support through on-the-job training and guided learning through an apprenticeship. The skills learnt will allow the candidate to:   1. Work towards timely completion of the apprenticeship program. 2. Provide hardware support services to meet school requirements. - install, set-up, upgrade, maintain and support IT hardware, including printers, interactive display panels, monitors, computers, scanners. 3. Support academic staff using IT equipment in classroom activities. 4. Support staff using IT facilities. 5. Assist Senior School pupils with the use of the BYOD scheme within a specified support structure. 6. Support Junior School staff and pupils with our fleet of 1:1 iPads. Working alongside a 3rd party management company to ensure deployment of applications and updates. 7. Support the provision of IT training for all staff, within the scope of your expertise. 8. Carry out IT equipment repairs within specified limits. 9. Install computer software as directed. 10. Provide data in support of proposed system and equipment procurement. 11. Provide support for school activities requiring audio-visual equipment including assemblies and visiting speakers. 12. Provision of audio-visual equipment training, including health and safety aspects, for staff and students. 13. Manage and maintain the audio-visual equipment in accordance with health and safety standards. 14. Provide cover for the other members of the team. | |
|  | **Supervision received**   1. Reports to the ICT Operations Manager. 2. Mentorship received from the Apprenticeship scheme. 3. Will interact with the Trust Office Central ICT Team to ensure ICT incidents are managed to resolution. | |
|  | **Key Relationships**   1. ICT School Leaders 2. Trust Office Central ICT team 3. 3rd Party Suppliers 4. Operations Managers 5. Teaching and administrative staff | |
|  | **Other**  The successful candidate is required to be flexible with working hours to support the needs of the school and its extra-curricular programme. The key responsibilities are not exhaustive and highlight a few major tasks relevant to the post. The post holder may be required to undertake additional duties which might be expected and which form part of the function of the post.  This post and its associated role will be subject to review on an annual basis, or:   * As a result of a change in Strategic management. * As a result of significant changes in operational requirements. * As a result of agreed staff development/ career review needs/ objectives. * Within six months of appointment. | |
|  | All school staff are expected to: Work towards and support the school vision and the current school objectives outlined in the School Development Plan.   1. Contribute to the school’s programme of cocurricular activities. 2. Support and contribute to the school’s responsibility for safeguarding pupils 3. Work within the school’s health and safety policy to ensure a safe working environment for staff, students and visitors 4. Work within the GDST’s Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective. 5. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues. 6. Engage actively in the performance review process. 7. Adhere to policies as set out in the GDST Council Regulations, Huub and GDST circulars. 8. Undertake other reasonable duties related to the job purpose as required from time to time. | |
| **Review and Amendment** | | This job description should be seen as enabling rather than restrictive and will be subject to regular review. |

**Person Specification**

**Skills Required**

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| Willingness to learn and develop ICT technical skills. | Essential |
| Attention to detail. | Essential |
| Excellent communicator, customer focused. | Essential |
| Excellent oral and written communication skills. | Essential |
| Analysis skills. | Essential |
| Strong verbal reasoning ability. | Essential |
| Understanding the latest trends in ICT. | Essential |

**Qualifications/Attainment**

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| IT Related Qualifications at A-Level or equivalent minimum | Desirable |
| Experience of ICT technologies (Microsoft, Apple, etc). | Desirable |

**Experience**

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| A basic technical understanding of ICT systems. | Essential |
| Experience of diagnosing and resolving basic technical problems | Desirable |
| Experience working with Windows Operating Systems. | Desirable |
| Experience with AV technologies | Desirable |
| Experience of working in education | Desirable |

**Attitude/approach**

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| Self-motivated and able to work under own direction | Essential |
| Flexible and willingness to be involved | Essential |
| Ability to work with young people | Essential |
| Ability to remain calm when under pressure and employ tact and diplomacy in difficult/sensitive situations | Essential |
| Efficiency, accuracy and attention to detail | Essential |
| An ability to understand the purposes of Safeguarding policies, procedures and guidelines within a school context | Essential |