

## **JOB DESCRIPTION**

<b>Post title:</b>	<b>IT Apprentice</b>
<b>Academy:</b>	<b>Laidlaw Schools Trust</b>
<b>Reporting to:</b>	<b>Head of IT</b>
<b>Salary/Pay range:</b>	<b>£6.40 per hour</b>
<b>Hours of work:</b>	<b>37 hours per week</b>

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### **Purpose of Job**

As an apprentice, you will be working within the LST IT team to provide technical IT support to our Academies under the guidance of the Head of IT.

### **Main Duties and Responsibilities**

- To work within the IT team in the day to day running of the network and IT equipment.
- To assist with the maintenance of the Academy's IT equipment, including looking after the IT suites and laptops, replacing broken equipment and repairing any damages.
- To support end users via the helpdesk to deal with problems within ICT and replacing broken hardware e.g. screens/ mice.
- To assist in the development and on-going growth of the Central Resource System of ICT equipment.
- To integrate network related software into an existing network environment
- To log and respond to network service calls and provide technical network support to end users as required.
- To deal with IT queries via the telephone including taking messages and passing them on as appropriate.
- To maintain the sound equipment in the tiered seating area including preparation for assemblies and repairing equipment.
- To monitor, test and adjust network systems and performance to meet accepted standards using diagnostic tools, analysers and other equipment.
- To apply diagnostic tools and techniques to identify the causes of network performance issues.
- To document work done in accordance with agreed procedures.
- Any other duties as may reasonably be requested. The above duties do not define or include all tasks required of the post holder. Duties and responsibilities may vary without changing the level of responsibility.

### **Apprenticeship Training**

- To achieve an Infrastructure Technician NVQ Level 3

### **Health & Safety**

- Ensuring that area of work complies with legislation relating to Health & Safety and observe and implement specific responsibilities in relation to these matters as detailed in the Policy for Health & Safety
- Provide support in an emergency or evacuation situation, in a calm professional manner. Actively provide information to any emergency service when requested to do so

**Safeguarding**

- Be aware and familiar with academy policies and other guidance on the safeguarding and promotion of wellbeing of children and young people. Taking appropriate action in accordance with academy policies and Keeping Children Safe in Education 2023 where required