



Job Description Apprentice IT Technician

5 days (37 hours) per week, all year round, including 1 day at Shipley College

Salary: National Minimum Wage 16-17 £4.62 per hour, 18-20 £6.56 per hour, 21 -22 £8.36 per hour, 23 and over £8.91 per hour

The following information is provided to assist staff to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description. It will be reviewed at least once a year as part of the school's Appraisal process and it may be subject to modification at any time after consultation with the post holder. The post holder may be required to take on responsibilities throughout the school as required, at the discretion of the Headteacher - taking notice of training undertaken or by providing it, and appropriate safety factors.
- Officers should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
- As an Equal Opportunities Employer we require our employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the Council Services. The post holder is subject to all relevant statutory and institutional requirements and shall uphold the school's policy in respect of child protection and safeguarding matters.
- The school is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.

Prime Objectives of the Post

- To provide 1st, 2nd Line ICT Support across the school organisation.
- Assist with planning and development of strategic and technical programmes.
- To be accountable for resolution of assigned ICT Incidents, Problems and Changes within the school organisation & associates as appropriate.

Supervisory/Managerial Responsibilities

- No direct supervision over other members of staff.

Supervision and Guidance

- Ultimately responsible to the Headteacher but managed by the IT Operations Manager or person with delegated responsibility.
- To work in conjunction with the IT Operations Manager & ICT Support Team
- Working under the instruction / guidance of teaching / senior staff.



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- Use initiative in the pursuance of school policies, procedures and programmes.
- Expected to perform delegated duties with minimal supervision

Range of Decision Making

To make decisions using initiative where appropriate within established working practices and procedures. The postholder will be expected to use good common sense and initiative in all matters relating to ICT support and general school practice.

Responsibility for Assets, Materials etc

- To maintain the confidential nature of information relating to the school, its pupils, parents and carers.
- Responsibility for the safe keeping of office equipment, computer hardware, software and data in accordance with Data Protection Act 2018 / UK GDPR.

Contacts

Internal at all levels, external contractors, external support partners.

Range of Duties

Organisation

- Utilise the IT Service Management Toolset to effectively manage user-based problems, incidents, and changes.
- Undertake duties in line with ITIL Framework where appropriate
- Contribute to the planning, development, design, organisation and monitoring of support systems / procedures / policies.
- Interface with all members of the school population to inform, assist, report and resolve ICT matters where appropriate.

Technical

- 1st & 2nd line support of major Windows operating systems (including but not limited to Windows 10, Windows 11, Server 2012, Server 2012 R2, Server 2019)
- 1st & 2nd line support of Microsoft Apps for 365 and associated underpinning services (including user administration)
- 1st & 2nd line support of school-based applications and platforms (e.g. School Management Information System)
- Appreciation / knowledge of Group Policies in a Microsoft environment
- Appreciation / knowledge of DHCP and DNS in a Microsoft environment
- Working knowledge of Active Directory (including the use of tools and methodologies e.g. ADSI and LDAP)
- Appreciation / knowledge of common network data protocols (e.g., TCP/IP)
- Appreciation / knowledge of VLANs
- Knowledge of enterprise level networks and associated devices (including but not limited to switches, routers, Wireless Access Points and controllers, cabling and storage)
- Knowledge of Education Technology including but not limited to data projectors, visualisers, interactive displays.
- Understanding of NTFS file permissions



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- Understanding of Microsoft Remote Desktop
- Working knowledge of laser printers in a large organisation environment

Resources

- Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.
- Provide ICT advice and guidance to staff, pupils, and others.
- Undertake research and obtain information to inform decisions.

Supporting the School

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos / work / aims of the school.
- Establish constructive relationships and communicate with other agencies / professionals in liaison with teachers, to support achievement and progress of pupils.
- Attend and participate in regular team meetings.
- Participate in training and other learning activities as required.
- Supervise pupils on visits, trips and other out of school activities as required.
- To support, uphold and contribute to the development of the Council's Equal Rights policies and practices in respect of both employment issues and the delivery of services to the community.
- Recognise own strengths and areas of expertise and use these to advise and support others.

Appraisal and CPD

To support Appraisal and CPD monitoring of individuals/groups within the area of IT Operations by:

- Participation in the school's Appraisal system (as appropriate)
- Specifying areas for development identified through the Faculty Review/Development Plan and with regard to individual needs and aspirations.
- Involvement in the Professional Development Review systems and processes.
- Participating in staff development schemes as implemented by the area of IT Operations or the school.
- Exploring opportunities to extend own personal development.

Fluency Duty

In line with the immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard – for this role the post holder is required to meet the Intermediate Threshold Level - The post holder should demonstrate they can:

- Express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

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