JOB DESCRIPTION

**Apprentice Technician (IT)**

Full Time, Whole Year, Fixed Term

**SALARY**: £6.50 per hour (£12,539 per annum)

**LOCATION**: City of Stoke on Trent Sixth Form College / Moorside High School

(and other Trust sites on occasion, as required)

**REPORTS TO**: IT Management Team

*This job description is not a comprehensive definition of the post. Discussions will take place on a regular basis to clarify individual responsibilities within the general framework and character of the post as defined below.*

*This role will be predominantly based at the City of Stoke on Trent Sixth Form College or Moorside High School however, the role is a cross-Trust role and as such is a role which supports IT systems, services and learning technologies across the Trust as required.*

# POST OBJECTIVE

To support in providing a responsive, effective and robust IT service across the Potteries Educational Trust educational establishments by assisting the existing IT Services teams in the ongoing maintenance, configuration, development and project-work to meet the IT vision of the Trust.

The day-to-day workload will be allocated through localised helpdesk systems at Academy

level. All members of the team are to work within this framework to ensure all the department’s

responsibilities are carried out in a timely manner.

**GENERAL DUTIES AND RESPONSIBILITIES**

* To participate in Trust processes as required.
* To comply with the Trusts policies and codes of practice in relation to Health and Safety, Equality and Diversity and Quality Assurance.
* To work flexibly in the interests of the Trust as required.
* To participate in the relevant Performance Management Scheme and undertake staff development activities as appropriate.
* To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults you are responsible for, or come into contact with, and outside of this, to exercise vigilance at all times.
* To be a nominated first aider and undertake relevant training as necessary.
* To be aware of the policy, procedures and safe working practices expected of all staff relating to the processing of personal information and Data Protection.

**POST SPECIFIC DUTIES AND RESPONSIBILITIES**

* Support and assist with IT hardware on site, including repairs, wireless and wired network troubleshooting, re-imaging and software deployment.
* Assist with maintaining IT facilities, including audio visual equipment, multimedia and devices required to enable effective teaching.
* Complete and file Helpdesk tickets in the service desk system for self and team.
* Work in collaboration with different members of the localised and Trust IT departments to provide support and assistance with different aspects of the IT estate.
* Active involvement in IT projects for on-site devices and network infrastructure.
* Consistently implement all Trust policies; including IT Security, GDPR & Cyber Essentials policies.
* To support the efficient operation of the service desk as follows:
* Read and accept all calls assigned.
* Update each open call, once every day, unless it is on hold.
* Resolve every call within its Service Level Agreement (SLA).
* Escalate calls that are outside of skill level within an hour.
* Inform the IT Management of any potential major issues immediately.
* Record defective equipment in line with the department procedure.
* Update hardware and software inventory, within 24 hours of making a change.
* Oversee the work of external contractor, ensuring minimal disruption to others and record within the helpdesk, within 24 hours.
* Ensure all systems, including peripheral equipment, is safe, clean, fully serviceable and complies with relevant Health & Safety regulations whenever installing, completing proactive maintenance or attending a support request.
* Utilising and updating of Trust IT Knowledge Base and record keeping solution.
* Audio Visual and Event Support, as required by the individual Academies or Trust.
* Proactive maintenance and regular checks of core systems as directed by IT Management Team.
* To undertake other reasonable duties commensurate with seniority and grade.

| **PERSON SPECIFICATION** | | | |
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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **ASSESSED BY**  *(Application, Task, Interview)* |
| **Qualifications** | | | |
| Educated to Level 3 or equivalent experience | **** |  | Application |
| Educated to degree level or professional equivalent |  | **** | Application |
| **Professional development, skills, experience and knowledge** | | | |
| Experience in the use of IT including Microsoft packages. | **** |  | Application |
| Ability to work on own initiative and be proactive in solving problems and meeting deadlines. | **** |  | Application / Interview |
| Good written and verbal communication skills. | **** |  | Interview / Task |
| Excellent numerical and analytical skills | **** |  |  |
| Ability to work as part of a team. | **** |  | Interview |
| The ability to multi-task and cope with changing priorities |  |  | Interview, Task |
| Ability to work in a customer focussed environment offering high levels of service to students, staff and parents |  |  | Application, Interview |
| **Personal skills and attitudes** | | | |
| Commitment to on-going professional learning and development. |  |  | Application, Interview |
| Have a genuine interest in providing IT support, knowledge acquisition and decision making | **** |  | Application / Task |
| Responsive and flexible attitude to changing needs and demands. | **** |  | Application / Task |

**The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All employees are subject to an enhanced DBS (CRB) Disclosure prior to taking up an appointment with the Trust.**