



St George's Academy

“Aiming high to achieve excellence for all”

APPRENTICE ICT TECHNICIAN Job Description

Salary:	National Apprentice Rate
Hours:	37 hours per week
Contract type:	52 weeks per year
Responsible to:	ICT Services Director

PURPOSE OF JOB

As a member of the ICT Team, the post holder will support ICT Services across the Academy.

The post holder will:

- Be trained in the provision of a high quality ICT technician service.
- Develop knowledge and skills to help optimise the Academy's ICT Service.
- Achieve a Level 3 IT Apprenticeship.
- Work within the Academy to gain confidence, experience and build a portfolio of evidence for apprenticeship accreditation.
- Carry out delegated ICT Technician activities.
- Gain work experience in ICT Service processes, participate in appropriate training opportunities and understand the role.

MAIN RESPONSIBILITIES, TASKS AND DUTIES

All responsibilities, tasks and duties to be carried out in line with Academy guidelines and policies

- You will need to maintain a high level of quality and will learn and ultimately understand the mechanism of the Academy ICT Networks and equipment.
- You will be a reliable and helpful team member, communicating well across the team.

Additional Duties will include:

- Undertaking the role of a network technician on a day to day basis
- Helping to maintain the running of the Academy network servers which consists of installing software, managing the Network Operating System, diagnosing and fixing faults and backing up servers
- Creating and maintaining help sheets, asset registers, and documentation
- Helping to maintain the Academy Network Infrastructure, which consists of maintenance and repair of switches, access points and routers
- Providing guidance and support to students and staff in the process of logging-in, using e-mail, and use of applications packages
- Helping to keep computer rooms tidy and within health and safety guidelines, which includes cleaning of computer equipment
- Helping the network technician to create, maintain and manage login accounts for staff and students including the monitoring and recording of equipment and network abuse
- Keeping up to date with software releases patches and technologies

- Assisting in the maintenance and development of the Academy Internet and Intranet sites
- Undertaking an additional role of responsibility as defined by the ICT Services Director

GENERAL

- To be responsible for personal continued professional development and take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- To adhere to Health and Safety Regulations
- To keep confidential any issues related to St George's Academy which are deemed confidential
- To participate in appropriate meetings
- To contribute to the development, implementation and evaluation of the school's policies, practices and procedures, so as to support the school's values and vision
- To make a positive contribution to the wider life and ethos of the school
- To uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- To have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards of attendance and punctuality
- To support equal opportunities and promote anti-discriminatory practice

It is important to recognise that any job description outlines only the minimum expectations of the post-holder and should not constrain any colleague wishing to take on additional responsibilities and activities that could positively affect their own, their team's or the school's development and improvement. All members of staff must be prepared to work flexibly, undertaking aspects of colleagues' work of a similar or lower level of complexity, in order to ensure:

- Cover of the school's needs throughout the day
- Appropriate cover for colleagues when absent for any reason

All Academy staff have a responsibility to safeguard and promote the welfare of children and young people within the Academy. This includes helping to safeguard pupils' well-being by following the requirements of Keeping Children Safe in Education and our school's child protection policy

All Academy Staff are expected to make themselves familiar of the Academy Policies and Procedures and to adhere to these. These can all be found on the Academy X Drive

This job description may be amended from time to time in discussion with the post holder.

PERSON SPECIFICATION
Apprentice ICT Technician

	ESSENTIAL	DESIRABLE	ASCERTAINED BY
1. EXPERIENCE	<ul style="list-style-type: none"> • Completed mainstream education to GCSE level • Some experience of installing and maintaining hardware and software in a PC environment 	<ul style="list-style-type: none"> • Experience of working in a team • Work Experience (paid or voluntary) 	Application/Interview
2. KNOWLEDGE	<ul style="list-style-type: none"> • General standard of literacy and numeracy (as assessed by training provider) 		Application
3. SKILLS AND APTITUDES	<ul style="list-style-type: none"> • Evidence of strong IT and technology skills • A desire to learn • Good communicator and listener with a keen interest in finding solutions • Computer literate with an understanding of using basic Databases, Microsoft Word and Excel • Demonstrates a methodical approach to tasks with a high level of accuracy • Able to use own initiative • Ability to understand the importance of confidentiality at all times 	<ul style="list-style-type: none"> • Ability to travel 	Interview Interview Application/Interview Interview Application/Interview Interview Interview
4. QUALIFICATIONS AND TRAINING	<ul style="list-style-type: none"> • Minimum of 5 GCSEs. Must include English and Maths grade 4 or above, A*- C or equivalent • Willingness to undertake & complete all relevant certificates to complete an apprenticeship 	<ul style="list-style-type: none"> • Keen to learn and continue personal development 	Application Application/Interview
5. ATTITUDE AND MOTIVATION	<ul style="list-style-type: none"> • Punctual and reliable • Evidence of good attitude and behaviour in the workplace • Flexibility to adapt to changing circumstances • Motivated, enthusiastic • Ability to work on your own and as part of a team • Clean and tidy appearance/comply with dress code • Positive and professional attitude and “can do” approach • Calm and patient when dealing with others 	<ul style="list-style-type: none"> • Take responsibility for developing self 	Application/Interview Application/Interview Interview Interview Application/Interview Application/Interview Interview