

## Job Description

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|------------------------|----------------------------|
| <b>Section:</b>        | Secondary School – Academy |
| <b>Job Title:</b>      | Apprentice IT Technician   |
| <b>Reports To:</b>     | Senior IT Technician       |
| <b>Responsible To:</b> | Senior IT Technician       |

### Role Description

The role of the Apprentice IT Technician exists to provide 1st line support and assist the IT Services team to deliver an effective, fit for purpose IT service to all stakeholders within the Kingsmead School community in accordance with the agreed key performance indicators and service level agreements. Working closely with the Senior IT Technician to help support the IT Service at Kingsmead School.

### Main Duties

- Respond to incident and requests for IT support in accordance with the IT Services Helpdesk procedures and priorities policy.
- In conjunction with the Senior IT Technician, help manage and deliver the school's IT Service.
- Resolve first line issues associated with desktop services, in connection with existing installations (desktop computers, laptops, IWB's, printers, telephones, scanners, projectors, Audio-Visual, mobile technology, digital signage and more).
- Liaise with end users to ensure that requests or problem reports have been satisfactorily handled.
- To walk all sites and check IT equipment and log any faults and damage on the IT Services database.
- Support the IT Services Team to install, support and maintain all the School's IT hardware and services.

### Operational IT Duties

- Work in lines with the IT Services service level agreement to provide first line support to end users.
- Full integration of the IT Services Helpdesk in day-to-day services to ensure continuous monitoring and responding to issues raised on the IT Services Helpdesk, responding to first line issues and escalating to second and third line when required.
- Working with the IT Services team to ensure an acceptable service, in line with the service level agreement is proved to all end users at all times.
- Problem solve and troubleshoot issues on the staff and student computers and IT equipment such as software, hardware, configuration and user errors.
- Carrying out daily checks of all IT equipment, dealing with and or reporting these as appropriate to ensure issues are reported and resolved efficiently, to make sure all faults and damage is recorded on the IT Services database.
- Supporting with the management of the mobile technology.
- Setting up, configuring and installing new equipment.
- Decommissioning old IT hardware and ensuring the correct disposal of damaged and un-repairable equipment and that the school meets its recycling duties in line with current WEEE procedures and legislation.
- Install or repair Windows computers with standardised applications and networking software.
- Notifying the Senior IT Technician when additional resources / stocks are required.
- Imaging new and old PCs/Macs using the school's images.
- Carrying our basic networking cabling and repairs and connecting networked machines.
- General IT troubleshooting on desktops, printers/photocopiers, audio-visual equipment and other IT equipment.
- Maintaining printers/photocopiers including toner replacement and reporting faults to the relevant maintenance contractor in compliance with Service Level Agreements.
- Assist in the management of the Papercut system including printing and issuing of staff and student ID cards.

- Replacing computer peripherals (mice, keyboards, monitors etc) when required.
- Basic maintenance of projectors including cleaning of filters and replacing lamps where required.
- Answering the IT Services phone to deal with and log queries raised by key stakeholders.
- Working with the Senior IT Technician and Head of e-Learning to manage and maintain our Virtual Learning Environment (VLE)
- Assist the e-Learning and IT Services team in providing staff training and advise staff and students as appropriate.
- Supply CCTV to relevant members of staff when required in compliance with GDPR and CCTV Policies.
- Assist the Senior IT Technician and Senior Leadership Team with IT assessment of new education builds including effective implantation and functionality.
- Be responsible for the school's audio-visual equipment and to set up audio-visual equipment as required by staff for assemblies and events and remove again afterwards.
- Test equipment and support internal and external events where IT is required.
- Assist the Arts Department with sound and lighting when required.
- To assist with the production of an annual audit of IT equipment for the Senior IT Technician.
- To produce weekly IT Services Helpdesk reports for the Senior IT Technician and assist in identifying common faults and trends to overall improve and create a more bespoke IT Service.
- Asset tagging IT equipment and supporting the Senior IT Technician to ensure the IT Services asset register is kept up to date and complete at all times.
- To contribute to the Health and Safety of students and other staff in accordance with Health and Safety regulations and DSE legislation.
- To undertake any other duties and responsibilities, which do not change the character and purpose of the post, as directed by the Senior IT Technician and or the Senior Leadership Team.

#### **Operational Media Duties**

- Assist with the creation and editing of school videos when required.
- Operate camera and specialist equipment for video and photograph creation.
- Creation of graphical design products including postcards, posters, booklets, etc.
- Assist with photography for the school when required.

#### **Personal Development**

- Enrolled on an accredited course related to IT which the school will support the Apprentice IT Technician enrolling onto an appropriate course if required. For example:
  - Level 1 - Certificate/Diploma for IT Practitioners
  - Level 2 - Extended Certificate/Diploma in IT Practitioner
  - Level 3 - Subsidiary Diploma/Diploma/Extended Diploma IT Practitioner
- The school will support the apprenticeship / course with time off for tuition, exams and coursework in agreement with the course provider.
- Ensure that all coursework is kept up to date in agreement with the course provider.

#### **Person Specific**

- Communicate politely and effectively at all times to a wide range of users, key stakeholders and external companies / organisations.
- Work well within a team environment and enjoy a fast pace to the working day and varied range of tasks.
- Be prepared to continually develop their own skills and knowledge 'on the job' and through agreed professional development.

**Working Conditions**

- Sitting for extended periods of time.
- Extended periods of time looking at screens.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components. Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Ability to access the whole site to review/check IT equipment
- A substantial amount of work involving visual display units. Evening work will be required from time to time to support events for which flexibility in working hours is essential.

**This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to a satisfactory Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate.**

This job description is current at the date shown, but, in consultation, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the salary grade and post title.

Agreed that the Job Description is a fair and accurate statement of the requirements of the job:

Job Holder: ..... Date: .....

Line Manager: ..... Date: .....

Designated Senior Manager: ..... Date: .....

# Person Specification

| Category                   | Essential   | Desirable   | Where identified   |
|----------------------------|---|---|--|
| <b>Personal Attributes</b> | <p>A range of personal qualities relevant to the post including:</p> <ul style="list-style-type: none"> <li>▪ A well-reasoned educational philosophy in tune with the school ethos and values</li> <li>▪ Resilience and tenacity</li> <li>▪ Creativity, flexibility and innovation</li> <li>▪ Humour, warmth, energy and patience</li> <li>▪ Reliability under pressure</li> <li>▪ Self-motivation</li> <li>▪ Personal pride and ambition</li> <li>▪ Willingness to work hard</li> <li>▪ Enthusiasm for working with young people</li> <li>▪ Adaptability</li> <li>▪ Willingness to take responsibility</li> <li>▪ Commitment to achieving the highest possible standards for students and staff</li> <li>▪ Generosity of time and spirit</li> <li>▪ Ability to listen to and address the concerns of parents, students, staff and the wider community of the school</li> </ul> | <ul style="list-style-type: none"> <li>▪ Willingness to be involved in the extra-curricular life of the school</li> </ul> | <ul style="list-style-type: none"> <li>▪ Application</li> <li>▪ Interview</li> <li>▪ References</li> </ul>                                 |
| <b>Safeguarding</b>        | <ul style="list-style-type: none"> <li>▪ Commitment to the policy, practices and procedures laid out in Kingsmead's policies:               <ul style="list-style-type: none"> <li>- Online Safety</li> <li>- Whistleblowing</li> <li>- Code of Conduct</li> </ul> </li> </ul> <p>Safeguarding &amp; Child Protection</p>   |   | <ul style="list-style-type: none"> <li>▪ Application</li> <li>▪ Reference</li> <li>▪ Interview</li> <li>▪ Pre-employment checks</li> </ul> |