

Five Acre Wood School

Apprentice ICT Technician

Hours: 37 hours per week, Monday to Friday, all year round.

Reports to: Senior ICT Technician

Pay grade: KR3 (including FAW allowance)

Purpose of job:

You will have the opportunity to participate in a supportive environment to develop the behaviours, knowledge and professional skills required of the role and the team. You will commit to your professional development plan, set out at the beginning of your Apprenticeship.

The Apprentice ICT Technician is an important part of the ICT team. The school is increasingly dependent on its ICT systems working properly and efficiently.

A proactive and planned approach is essential to ensure the ICT infrastructure enables the school to work to optimum effect.

It is essential that the school is at the forefront of efficient and effective systems which contribute to the school's vision of raising achievement through Information and Communications Technology.

The Apprentice ICT Technician responsibilities will work towards;

- Install and maintain computer hardware, laptops, audio/visual equipment and peripherals.
- Maintain all staff and classroom workstations.
- Administration and development of Internet, Office 365 and learning platforms.
- To keep abreast of technological developments and encourage the use of ICT at all levels.
- To support staff and students with the set-up and preparation of ICT equipment around the school.
- Report any detected breach of the school's ICT acceptable use policy to the Senior ICT Technician.
- To be aware of the school's health and safety policy and to assist in carrying out the responsibilities detailed therein.
- Maintain printers and toner levels across all satellite sites.
- In-class support where appropriate.
- Take ownership and control of toner stock levels for all copiers across the sites

Your duties will initially be as set out in the job description, but this could be amended from time to time to reflect changes in or to the job.

Key working relationships & Communications

The post holder has contact, on a daily basis, with teachers, teaching assistants, pupils, and support teams. The post holder is responsible for repairs to all ICT equipment, but when necessary, is responsible for arranging replacements along with external IT support. The post holder works within national guidelines such as Health and Safety as well as the school's ICT policy.

Person Specification

| REQUIREMENT | ESSENTIAL | DESIRABLE |
|---------------------------------|--|--|
| QUALIFICATIONS /TRAINING | <ul style="list-style-type: none"> GCSE Grade C (or above/equivalent) in English and Maths Minimum of 5 GCSEs or Level 2 Apprenticeship equivalent (apprenticeship or BTEC in a relatable subject) | <ul style="list-style-type: none"> STEM subjects will be of benefit |
| EXPERIENCE | <ul style="list-style-type: none"> Some experience of using PCs and common desktop application software. | |
| KNOWLEDGE | <ul style="list-style-type: none"> Limited technical knowledge, e.g. understand the basic PC and Software Aware of basic school structure, year groups and staffing structure. | <ul style="list-style-type: none"> Awareness of ICT security Awareness of ICT trends |
| SKILLS/ABILITIES | <ul style="list-style-type: none"> Excellent IT Skills – Microsoft Office (Word & Excel) Good understanding of Windows operating systems and desktop hardware Excellent communication and interpersonal skills – both oral and written Good attention to detail Good numeracy and accuracy skills Ability to understand and apply regulations and written instructions Be articulate and able to converse confidently in a pleasant and professional manner Ability to work in an organised and methodical way to analyse and solve problems Able to use a word processing package and simple spreadsheets, e.g. to maintain records of equipment and to log calls for ICT support. Able to use email and browse the internet. Able to follow straightforward oral and written instructions. Able to maintain inventories of equipment and keep up-to-date and accurate records. | |
| PERSONAL QUALITIES | <ul style="list-style-type: none"> Ability to work independently and multitask “Can do” approach Ability to work in a fast-paced environment Team player Looks for ways to continuously improve Attention to detail Good communication skills A self-motivated individual with the perseverance to work towards long term goals | |
| EFFORT/ENVIRONMENT | <ul style="list-style-type: none"> Flexible approach and the ability to work to deadlines Be calm under pressure | |