

Job Description

Job title: IT Technician (Apprenticeship)
Reports to: Head of IT Operations
Location: Leigh Academies Trust

Main duties

To learn and develop the skills to be able to:

- Respond to requests for ICT support in accordance with Help Desk procedures and priorities.
- Support maintains all the Academies Trust IT Hardware and services.
- Ability to work within SLA's set for tickets assigned by the Helpdesk.
- Assist in the installation or repair of Windows computers with standardised applications and networking software, diagnosing and solving problems that develop in their operations.
- Assist in a wide range of technical duties associated with the computer network and desktop services, primarily in connection with existing installations and upgrading of these installations (desktop computers, IWB's, printers, telephones, scanners, projectors, pa equipment, AV lecterns and hardware, digital signage)
- Assist in the monitoring of the performance of hardware and software with a view to pursuing particular or recurring problems.
- Assist in the monitoring of the use of software and ensuring that all software is licensed and supported sufficiently.
- Assist in the evaluation of the performance of various items of equipment, determine their suitability for specific applications and prepare reports as required.
- Assist in the asset tagging of hardware and updating of the asset register.
- Assist in general duties such as moving equipment and clearing work spaces.

Profile of successful candidate

Apprentices will have, or be willing to develop:

Specialist Knowledge:

- Knowledge of current IT best practice, products and statutory requirements.
- Knowledge of servicing Windows desktop systems, software and services.
- Knowledge of supporting services to users such as VOIP, networked printing and photocopying services and user services such as web access, Google Suite and retrieval, Gmail Services and Google Drive various software packages.

Strategic Awareness and Planning:

- An awareness of the impact of the availability and quality of IT services and support on the achievement of the Academies objectives.

Teamwork / communication:

- An ability to communicate efficiently and confidently to both academic staff and students.

Problem solving:

- An ability to analyse issues, make informed judgments', take appropriate actions and accept responsibility for results.

Customer focus:

- An ability to explain technical issues in an accessible way to non-technical Academy members.
- An ability to communicate effectively with Academy members at all levels of seniority.

Personal Motivation:

- A positive and helpful attitude towards work and colleagues.
- Willingness to perform above and beyond normal expectation when necessary.

Flexibility:

- An ability to adapt successfully to changing circumstances, identify fresh approaches and question traditional approaches and assumptions.
- Be prepared to work unusual hours on occasions in cases of operational necessity.

Safeguarding of students and Duty of care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

Notes

The 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. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.