NORTHFLEET SCHOOL FOR GIRLS

JOB DESCRIPTION

**Post:** ICT Apprentice

**Reporting To:**  E-Learning and ICT Systems Manager

**Post Level & Grade:** Apprentice

37 hours per week

Term Time + 2 weeks

**Purpose:**

To support the ICT team in delivering a reliable and high-quality ICT service across the school. This will involve a variety of tasks including hardware fault resolution, software support and liaising with external agencies for support as required.

**Main Duties:**

**Hardware support**

* Liaise with students and staff on potential hardware faults, taking details on issues
* Working with the ICT team to fix hardware faults in equipment
* Liaising with external agencies on accidental damage and warranty claims where appropriate
* Undertaking appropriate preventative measures to ensure smooth running ICT equipment
* Supporting the ICT team in ensuring all hardware (laptops and desktops) are running effectively.
* Ensure that all equipment is in the best possible physical condition, including cleaning and fixing minor faults
* Support the ICT team in ensuring fixed ICT equipment including projectors and screens are appropriately functioning

**Software support**

* With the support of the ICT team resolve routine software issues, including password resets, software install/re-install and general fault resolutions on laptops and desktops
* Support the ICT team in the imaging and distribution of new ICT equipment
* Support in the rollout of routine upgrades to laptops and desktops
* Support the ICT team in any other laptop or desktop related help-desk issues, including student support

**Other duties**

* To work with the ICT team on rollouts of the e-learning scheme devices
* Where required work with the wider ICT team in supporting Trust Primary Schools
* To support whole school events through setting up IT and other technical facilities
* To undertake any other duties that the Headteacher may reasonably request.

**Note:**

* The above responsibilities are subject to the standards, general duties and responsibilities contained in the statement of Conditions of Employment, having due regard to the requirements of the curriculum, the school’s aims, objectives and schemes of work and any policies of the Governing Body.
* This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification or amendment at any time after consultation with the post holder.

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| **PERSON SPECIFICATION** | | | |
| **CRITERIA** | **ESSENTIAL**  ✓ | **DESIRABLE**  ✓ | **ASSESSED BY**  (*Application, Task, Interview)* |
| **(1) Qualifications:** |  |  |  |
| A\*-C / 9 - 5 GCSE qualification or equivalent in Maths and English | ✓ |  | Application |
| **(2) Knowledge to include:** |  |  |  |
| Knowledge of the business environment |  | ✓ | Application |
| Basic understanding of ICT equipment hardware and software | ✓ |  | Application |
| **(3) Experience to include:** |  |  |  |
| Some business administration/office experience |  | ✓ | Application/Interview |
| **(4) Technical Skills/Abilities to include:** |  |  |  |
| To be able to communicate professionally both face to face and over the telephone | ✓ |  | Application /Interview |
| Excellent customer care skills | ✓ |  | Application /Interview |
| Ability to plan and prioritise workload | ✓ |  | Application /Interview |
| Ability to work as part of a team | ✓ |  | Application /Interview |
| Ability to work to deadlines with attention to detail | ✓ |  | Application /Interview |
| Competent IT user skills, in particular MS Word, Excel and Outlook | ✓ |  | Application/Interview |
| Working with health & safety regulations | ✓ |  | Application/Interview |

**ORGANISATION:**

Headteacher

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E-Learning and ICT Systems Manager

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ICT apprentice

Signed (Postholder): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated:

Signed (Line Manager): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated: