Job Description: IT Apprentice – Kent Scheme – KS Entry Apprentice

School: Cygnus Academies Trust – Shared Services – Based at Manor Community Primary School, providing support for all schools within the Trust (travel required)

Grade: Kent Scheme – KS Entry Apprentice

Responsible to: IT Manager

Purpose of the Job:

To assist with the day-to-day maintenance and operation of the schools' IT systems and act as the first line of IT support for staff and students.

Key duties and responsibilities:

The IT Apprentice will:

1. Build and maintain effective working relationships with IT service users providing helpdesk and network support for staff and students.
2. Assist in managing computer hardware, software, and systems, and provide technical support on the network to ensure an effective IT provision to for both curriculum and administrative purposes, second-line support.
3. Assist in the operation of the helpdesk as a first-line technical support.
4. Work in conjunction with the IT Manager and IT Senior Technician to ensure the effective running of the Trust's IT provision.
5. Keep systems up to date through running software updates and conducting regular maintenance.
6. Assist with the consideration, implementation, and ongoing support of any new software and systems changes.
7. Support the roll-out of new applications as required by the IT Manager.
8. Provide technical support either by phone, remote access or on-site as appropriate.
9. Set up equipment for users, maintaining a record of all hardware and equipment issued to staff and students.
10. Assist with computer repair/troubleshooting, software, networks, printers, and any other IT related projects.
11. To be based within a Trust school workplace but operate effectively as part of a Trust-wide IT team.
12. Comply with Trust policies and procedures, relating to child protection, health & safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.

The role holder will be expected to carry out such professional tasks as are commensurate with the duties and responsibilities of the role.

Person Specification: IT Apprentice – Kent Scheme – KS Entry Apprentice

The following table outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet each of these criteria.

QUALIFICATIONS	GCSE English and Maths	Essential
	Relevant IT qualifications e.g Microsoft 365	Desirable
EXPERIENCE	Experience in working in an IT role.	Desirable
SKILLS AND ABILITIES	Excellent communication and interpersonal skills	Essential
	True passion for new and emerging technology	Essential
	Ability to work effectively in a busy environment and achieve deadlines	Essential
	Ability to work with confidential information	Essential
	Demonstrate the ability to solve problems and identify user requirements	Essential
	Team player with a positive attitude, as well as independently under own initiative.	Essential
	Excellent listening and questioning skills, combined with the ability to interact confidently with staff and pupils to establish what the problem is and explain the solution.	Essential
	Good analytical and critical thinking skills	Essential
KNOWLEDGE	Knowledge in Microsoft Office (Word, Excel, Outlook)	Essential