

The Rosewood School – www.trs.kent.sch.uk

Job Description: Apprentice ICT Support

Salary: In line with governments pay scheme

The working hours are 08:00-16:00, Monday to Thursday; 15:30 Fridays. Term time

Location: All TRS sites, base at Leybourne



The School

The Rosewood school is a school for pupils who are struggling in their current school due to their physical and mental health need. Our vision is to combine education and health in transforming the futures of our young people.

This is a significant role, and we are currently seeking to appoint an enthusiastic person to join our team at our school in Leybourne. The successful candidate will be supporting pupils and teachers across our three schools.

For each person employed at The Rosewood School, we offer you excellent CPD, unwavering support from our senior leadership team and continual opportunities for you to succeed at your own personal and professional development. This role represents an exciting opportunity to work as a member of a committed and highly innovative team where collaboration and teamwork is essential.

We will promise you a stimulating, supportive and rewarding working environment, where all staff are valued and encouraged to take a leading role in the development of The Rosewood School's vision and strategy. You will also have the opportunity to access a range of excellent professional opportunities to support your progression.

The Rosewood School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Everyone who comes into contact with pupils and their families and carers has a role to play in safeguarding children. In order to fulfil this responsibility effectively, all professionals should make sure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child.

Purpose of Post:

Working within the ICT Department to assist in the provision of support and maintenance across the school, including remote and Outreach provision.

Key tasks:

- Performing duties under the supervision of the ICT Network Manager
- Serving as a point of contact for IT support within the school
- Diagnosing and troubleshooting software and hardware issues
- To assist in the provision of support and maintenance across the school sites
- Provision of ICT devices, audio/visual, WIFI, printing, VOIP telephony as well as site infrastructure support and maintenance in response to staff and student requests
- Aiding in the production and maintenance of documentation, procedures and processes for fault resolution, system implementations
- Undertake Level 3 IT Solutions (Hardware) Technician Level 3 Apprenticeship
- Undertake any other duties equal with the level of responsibility and grade of post, as directed by line manager or Senior Leadership Team
- Establish and maintain a regular cleaning of all IT equipment at TRS (School, Staff, Pupil) identifying any damages or further maintenance required. All actions being recorded.
- Ensure that cable management is regularly checked, improvements or adjustments made as identified. Actions being recorded.
- Whilst undertaking the cleaning checks, ensure that the equipment complies with PAT, notifying the Site Manager of any causes for concerns. All checks and notifications being recorded.

Health & Safety

- To promote and comply with the school's policies on Equal Opportunities and Health and Safety both in the delivery of services and the treatment of others.

Safeguarding

The Rosewood School is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by The Rosewood School. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Child Protection Officer.

The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time. This job description will be reviewed regularly and is an integral part of the appraisal and line management process.

Person Specification

Categories	Essential/ Desirable
GCSEs (or equivalent) –including Maths and English	E
Good general IT skills	E
Enthusiastic, positive can-do attitude and has the capacity for hard work	E
Good communication and liaison skills	E
To be able to drive and have own transport	E
The ability to work flexibly using initiative to work to frequently demanding time limits	E