



Job Title: **Apprentice IT Technician**

Reporting to: **Senior IT Technician**

Role Purpose:

- To ensure that Turner Schools are places where children thrive and knowledge matters by upholding and modelling The Trust’s values in all aspects of the role;
- To support the delivery of a high-quality IT support service across Turner Schools while developing skills, knowledge and experience through an IT apprenticeship programme.
- To learn how to support staff and students in the effective use of ICT systems and technologies.
- To promote a community of learners with purpose and passion while modelling the Turner Schools “Walk The Turner Talk” values in all aspects of the role.

Responsibilities:

- Assist in installing, configuring and maintaining ICT hardware, laptops, audio/visual equipment and peripherals.
- Provide first-line support to staff and students, responding to basic IT issues and escalating where appropriate.
- Support the setup of devices, classrooms and ICT equipment for lessons and events.
- Assist with routine maintenance tasks such as updates, backups and basic system checks.
- Support user account management tasks (e.g. password resets, starters/leavers) under supervision.
- Help maintain accurate asset records and stock levels.
- Assist in maintaining the school’s network and systems under the direction of senior staff.
- Support staff and students in using ICT systems effectively.
- Maintain basic documentation and follow established procedures.
- Develop knowledge of digital safeguarding, cybersecurity and GDPR requirements.
- Keep up to date with relevant ICT developments as part of ongoing training.

Other Duties:

- To comply with individual responsibilities, in accordance with the role, for health and safety within the workplace;
- To undertake any reasonable duties as directed by senior IT staff
- To be a key part of the life of the school community, to support both the values, vision and ethos of school and the Trust, and encourage students to follow this example.

Personal Qualities and Attributes:

This position requires the following personal qualities and attributes:

- Ability to contribute towards school and the Trust's vision and ethos. This position must enjoy completing their work in a professional and positive manner, relish solving problems and take pride in helping people;
- A positive attitude and willingness to learn.
- Interest in IT and technology.
- Ability to follow instructions and work as part of a team.
- Organised and reliable with attention to detail.
- High ethical standards;
- Strong interpersonal, written and oral communication skills;
- Motivation to improve standards and achieve excellence;
- Ability to demonstrate honesty and integrity;
- Ability to work collaboratively with partner schools in the Trust and beyond;
- Ability to communicate effectively, professionally and in a friendly manner with colleagues, pupils, and parents and external agencies;
- To be an ambassador for school in dealing with external persons, and to be an admired and respected member of the team by internal colleagues and pupils;
- To enjoy helping others and be able to resolve any issues in a professional, calm and measured manner.

Person Specification:

Essential:

- Willingness to learn and develop technical skills
- Good communication skills
- Positive and professional attitude
- Ability to work as part of a team

Desirable:

- Some prior experience with IT support or troubleshooting

Qualifications and Experience

- GCSEs (or equivalent) including English and Maths (or working towards).
- Demonstrable interest in IT (e.g. study, personal projects, or experience).

All job descriptions may, following consultation with you, be subject to change to reflect or anticipate changes in the job, which are commensurate with the salary and job title.

Employees are expected to comply with any reasonable request from the Principal or the Senior Leadership Team to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

Turner Schools will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Turner Expectations

Turner staff will 'Walk the Turner Talk'. They will:

- **Speak and act with care:** Always show compassion and respect for children.
- **Act boldly:** Be ambitious for yourself and the children and young people we serve.
- **Learn from adversity:** Be evaluative, thoughtful and reflective.
- **Challenge convention:** Be curious, welcome difference and unfamiliar thinking.
- **Connect with others:** Support colleagues, parents and pupils to make a great team.
- **Use your voice:** Offer different views and ask questions.
- **Do what it takes:** Be relentless in pursuing the best for children.
- **Ask for support:** Be open and honest when plans go awry.
- **Don't give up:** Be calm, resilient and measured when managing challenges.

Acceptance:

I confirm that I have received and understand the job description

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....