

Viking Academy Trust



Job Description

Position: Apprentice IT Support Level 3

Name of Member of Staff:

Member of Staff:

Date:

Executive Headteacher: *MJemini*

Date: 23.06.2026

Viking Academy Trust

JOB DESCRIPTION: Apprentice IT Support

“Empower children through education: One Childhood One Chance”

PREAMBLE

All staff and members of governance make the education of pupils at the Viking Academy Trust their first concern and are accountable for achieving the highest possible standards in work and conduct.

All staff and members of governance act with honesty and integrity; have strong subject knowledge, keep their knowledge and skills up-to-date and are self-critical; forge positive professional relationships; and work with parents in the best interests of their pupils.

This is a training position.

Job Title:	Apprentice IT Support Level 3
Line Manager:	Trust Estates and IT Lead
Pay Grade:	£8 per hour
Hours worked:	30 hours

Role Profile

The IT Support Apprentice is an important part of the ICT team. The school is increasingly dependent on its ICT systems working properly and efficiently. A proactive and planned approach is essential to ensure the ICT infrastructure enables the school to work to optimum effect. It is essential that the school is at the forefront of efficient and effective systems which contribute to the school's vision of raising achievement through Information and Communications Technology.

The Apprentice IT Support responsibilities will work towards:

- Install and maintain computer hardware, clients, laptops, audio/visual equipment and peripherals.
- Maintain an up to date inventory of ICT equipment, and ensure cleanliness of equipment.
- Assist with the expansion of the school network infrastructure including switches, cabling and wireless network equipment.
- Routine administration including, data backups.
- Software installation, maintenance and upgrading in line with the school development policy.
- Maintain up to date workstations.
- Administration and development of Internet, Intranet, Office 365, learning platforms and E-mail systems, including learning platforms and the school website.
- To keep abreast of technological developments and encourage the use of ICT at all levels.

- To support staff and students with the use of ICT including online support, and assisting with inset training where appropriate.
- To support staff and students with the set-up and preparation of ICT equipment around the school.
- Report any detected breach of the school's ICT acceptable use policy to the Head of School.
- To be aware of the school's health and safety policy and to assist in carrying out the responsibilities detailed therein.
- Maintain stocks of spare parts and consumable items, including printer consumables.
- In-class support where appropriate.

OTHER RESPONSIBILITIES

Above all you need to like children, to want the very best for them and be prepared to put their needs first. Children will be at the heart of your work. You must be able to demonstrate that you understand the importance of educating the whole child within a creative & innovative school setting.

To maintain the highest standards of confidentiality at all times.*

Any other task - as requested by the Executive Headteacher, Head of School, CFOO or Estates and IT Team which shall be deemed to fall within the general boundaries of the post**

PERFORMANCE APPRAISAL

This job description may be amended at any time after discussion with you.

Your job description is intended as a reference document which identifies your main responsibilities and activities.

**NB Under no circumstances should a staff members discuss or share any information about a pupil or other matters with any parent or third party without prior consent. All enquiries concerning pupils should be directed to the class teacher, Head of Year / Leader of Learning or a member of the Senior Leadership Team*

***This job description describes in general terms the normal duties that the post holder will be expected to undertake. However, the job description or the duties therein may vary or be amended from time to time without changing the level of responsibility associated with this post or grade*

Reviewed and amended June 2026