



Job Description & Person Specification

ICT Support Technician - Apprenticeship

Contract: Full time, permanent, 37 hours per week

Pay scale: RET Band 1a NJC scale 3 £24,027 per annum

Start date: 3rd February 2025

Reports to: IT Manager

Core purpose

The IT department is responsible for resolving any IT related faults quickly and efficiently, including a broad range of queries from resetting passwords to system diagnostics, plus enhancing and developing the IT provision extended within the school and across the Trust.

Role Specific Responsibilities

The IT Technician will provide effective IT assistance to the IT Manager and will:

- Support and maintain the School's IT systems.
- Provide efficient IT support to all teachers, support staff and students.
- Escalate IT issues to the IT Manager where necessary.
- Retain ownership of incidents and monitor until satisfactory resolution is achieved.
- Follow established procedures for service requests, utilising a ticketing system to prioritise, handle and manage issues and queries.
- Diagnose and resolve technical issues.
- Support the IT Manager in undertaking IT projects as instructed by the IT Manager.
- Support the IT Manager to maintain the 3-year rolling plan
- Provide desktop and server support.
- Set up, configure and install authorised software to new IT equipment.
- Ensure security and upgrades are applied to desktops and laptops/chromebooks.
- Fault find existing IT equipment.
- Ensure asset register and licensing records are kept up to date at all times.
- On-site support for school events, including evening events.

General Responsibilities (all staff):

- To perform duties and attend meetings as reasonably required.
- To participate in the school's performance management scheme.
- To undergo in-service training where required and to share expertise and skills with others.
- To contribute to the school's pastoral system.
- To observe and implement current school policies and good practice.
- To contribute to the overall Christian ethos/work/aims of the school.
- To carry out such particular duties as the Headteacher may reasonably direct from time to time.

Person Specification

Experience- the post holder will have:

- Excellent communication skills both written and verbal.
- Proactive nature and good initiative with the ability to solve problems.
- Empathetic attitude with the ability to build excellent rapport with users.
- Remain calm under pressure.
- Good working knowledge of Microsoft Office.

Professional knowledge and qualifications- the post holder will:

1. Hold GCSE or equivalent (NVQ level 2) passes in English and Mathematics (literacy and numeracy).
2. Know the importance of child protection and the safeguarding implications of their role.

Skills and Attributes- the post holder will be:

1. Flexible, resilient and resourceful.
2. An effective member of a team.
3. Able to consistently display moral, intellectual and personal integrity.
4. Effective in time management.
5. Effective and efficient in their organisation and administrative skills.
6. Committed to continual personal and professional development.