JOB DESCRIPTION

POST: IT Apprentice

RESPONSIBLE TO: IT Operations/Systems Engineer

LEVEL: Relevant apprenticeship hourly rate, **(**£3.70 per hour, rising to NMW in Year 2)

CORE PURPOSE: To assist in the processing, escalating, resolving and updating of any IT issues recorded on the Service Desk in relation to desktop based hardware and software. To undertake general administration duties within the IT Department. To

JOB DESCRIPTION: The job description will be reviewed regularly to reflect, or anticipate changes to, the job commensurate with the salary and areas of responsibility.

WORKING WITHIN THE IT DEPARTMENT, THE POST HOLDER WILL:

- Support the implementation the Academy's vision and values
- Ensure that the Academy policies are promoted and adhered to
- Contribute in the Academy to developing a learning culture with high expectations in a safe and secure learning environment
- Foster effective relationships with teachers and students in the Academy

SPECIFIC RESPONSIBILITES

- To assist in providing support and maintenance to the IT desktop estate across the Trust.
- To assist in the configuration of the College desktop environment so as to maintain security and optimal performance.
- To assist in providing support and maintenance to the audio/visual estate.
- To update and maintain where supervised any configuration documentation of the environment as appropriate.
- To assist in the resolution of IT related issues and regular maintenance of equipment
- Raising support requests and dealing with support as appropriate.
- Highlighting issues and escalations within these areas to the Systems Engineer, Operations Engineer, Senior Technical Manager or Corporate Director as required.
- Undertake any other duties commensurate with grade.

DEVELOPING SELF AND WORKING WITH OTHERS

- Take part in an annual staff performance review with line manger
- To create and maintain good working relationships among all members of the Academy community
- To promote appropriate personal and professional development through their own development and practice
- To work collaboratively with teaching staff to support students in their learning and the preparation of learning resources
- To set an example to students in work ethic , conduct, dress code, punctuality and attendance

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VARIATION IN THE ROLE

Given the dynamic nature of the role and structure of Consett Academy, it must be accepted that as the Academy's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are therefore not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the post holder.

EQUALITY AND DIVERSITY

The Academies are committed to equality and diversity for all members of society. The Academies will take action to discharge this responsibility, but many of the actions will rely on individual staff members embracing their responsibilities with commitment, and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the Academies initiatives on Equality and Diversity, which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors, with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

Post holder Name ……………………………………….. Signature ……………………………………… Date …………………………

Line Manager Name ……………………………………………. Signature ………………………………….. Date …………………………

PERSON SPECIFICATION   -   IT APPRENTICE

The successful candidate will be an experienced professional who is energetic, innovative and influential, reliable and committed; whose leadership style recognises the value of teamwork.

More specifically candidates should be able to demonstrate the following minimum requirements:

Qualifications	• 3 A Levels or equivalent **(desirable)** • Qualifications at GCSE level grade C or above or equivalent in Maths and English
Experience	• Commitment to undertaking Child Protection training **(essential)** • Commitment to undertaking NVQ level 3 or equivalent professional qualification in relevant discipline **(essential)** • Experience of working in a Academy environment **(desirable)**
Skills and Knowledge	• Ability to build effective working relationships with all students and colleagues • Ability to promote a positive ethos and role model positive attributes • A knowledge of computer systems, applications and networks. • Ability use of ICT equipment with confidence • Excellent communication, numeracy and literacy skills • Be able to maintain confidentiality • Ability to work effectively within a team environment, understanding roles and responsibilities
Attributes and Qualities	• Willingness to participate in relevant training opportunities • Determination to promote equality of opportunity • To be able to prioritise tasks • Evidence of being the main driver for positive change • Demonstrate desire to support and resolve issues within a service environment • High professional and personal standards in both work and conduct

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