**JOB TITLE**: IT Apprentice

**REPORTS TO**: IT Strategic & CPD Lead

**BAND**: Apprentice Rate

## LOCATION: Working across Trust schools within Thurrock and Havering as required.

**JOB PURPOSE:**

* To work alongside all Trust IT staff to help ensure an exceptional IT and telecommunications service.
* Working towards achieving an approved apprenticeship standard/framework.

**KEY CORPORATE ACCOUNTABILITIES**

* To actively promote the Trust’s Equal Opportunities Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
* To maintain awareness of and commitment to the Trust’s Equal Opportunity Policies in relation to both employment and service delivery.
* To fully comply with the Health and Safety at Work Act 1974 etc, the Trust’s Health and Safety Policy and all locally agreed safe methods of work.
* At the discretion of the COO and/or IT Strategic & CPD Lead, such other activities as may from time to time be agreed consistent with the nature of the job described above.
* To work with colleagues to achieve service plan objectives and targets.
* To participate in Employee Development schemes and Performance Management and contribute to the identification of own team development needs.

**PRINCIPAL ACCOUNTABILITIES**

* To work alongside Trust IT staff to support them within their job roles ensuring the Trust has a successful IT and telecommunications Service.
* Learn on the job – use skills and experience gained within the multiple Trust site networks to develop a future career in the IT Services Industry.
* Ensure all IT equipment is up to date and maintained on a regular basis.
* Manage requests for IT equipment and resources to support learning.
* Setting up of IT equipment for assemblies, prize giving, special presentations, examinations, assessments, lessons.
* Collecting and storing IT equipment and materials safely.
* Maintain IT equipment, undertake basic repairs and basic modifications, reporting all damage to the relevant IT lead.
* Document Management – including maintenance of up-to-date IT documentation and end user guides.
* To ensure all IT requests/faults are logged on the IT helpdesk and followed up until resolved.
* To ensure all network security breaches are investigated, documented and logged. Passing reports to the relevant IT lead.
* To update records and report issues relating to the schools’ wireless systems.
* To update records and report issues relating to the schools’ door entry systems.
* To proactively monitor and report issues relating to the schools’ IT systems.
* To Monitor and report issues relating to the schools’ broadband systems

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time-to-time. Any such duties should not, however, substantially change the general character of the post.

***This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***

I confirm that I have read and understood, and that I accept, the above job description:

Signature : …………………………………… Date: ……………… Name in full ……………………. …….