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 ……………………. …….