

Job Description

Job title:	IT Technician Apprentice
Responsible to:	IT Support Team Leader
Location:	Lift Clacton, Pathfields Road, Clacton on Sea, Essex, CO15 3JL (with frequent travel to other schools in the area when required)
Hours of work:	37 hours per week, 52.14 weeks per year
Salary:	£25,949

Overview of the role:

The IT Apprentice will assist in the day-to-day technical IT Support for the collection of schools specified. You will work alongside other members of the IT Team and, where necessary, third-party partners/parties to support the delivery of IT to staff and students.

This role contributes to the Lift Schools' mission that **every** child receives an **excellent** education, in **every** classroom, **every** day.

Responsibilities:

Training:

During your apprenticeship (typically 21 months - this will be determined by your existing qualifications and/or experience), you will be assigned a Trainer and will work towards the IT Solutions Technician apprenticeship standard (level 3), which has highly transferable knowledge, skills and behaviours which can be applied across all sectors.

You may also be required to complete Maths and English Functional Skills (this will be determined by your existing qualifications). Your Trainer will meet with you virtually every two weeks, with on-site observations and formal reviews taking place every 12 weeks.

You will fully commit to the 20% off-the-job training requirements of the post alongside your normal day-to-day job.

Responsibilities: (after receiving appropriate training and guidance)

Responsibilities include, but are not limited to:

- Assist in resolving technical faults and changes put through to the IT support team in a timely manner and within the agreed service level agreements set out.
- Diagnose and resolve faults with Windows, Apple and Chrome devices
- Assist with the maintenance and repair of Audio Visual systems
- Support and test the roll-out of device imaging and software packages.
- Progressing and escalating issues to the IT Team Leader for your hub.
- Keep accurate records in the service management system, making sure that customers receive feedback at all times on the progress of faults and changes.
- Assist in the support and monitoring of IT Systems.
- Maintain the accuracy of asset management software, cataloguing new, updated and retired devices.

- Use appropriate processes and face-to-face communications with our users to ensure information is relayed effectively.
- Provide excellent customer service and be fully responsive to the needs of the schools
- Liaise with the service desk and school staff to help gather further information concerning specific issues.
- Make visits to other schools within the trust where necessary to progress solutions or analyse issues raised, making use of remote tools where possible to reduce travel time.
- Work alongside third-party partners/providers either as part of the change implementation or as part of fault analysis and resolution.
- Assist with the support of systems such as Visitor Management, Lockdown Systems, Telephony and CCTV
- Follow approved procedures concerning change control and change management.
- Identifying best practices and, where appropriate, submitting articles to the IT knowledge base.
- Undertake a maintenance schedule on specified assets, keeping accurate records of work undertaken.
- Prioritisation of own workload.

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Employment. The postholder is expected to work to the best of their ability, to be diligent, honest and ethical in the performance of duties, and to conduct personal and professional life to the highest standard such that public confidence in their integrity is sustained.
2. This job description does not form part of the contract of employment and is not a comprehensive definition of the post. The duties of this post may vary from time to time according to the needs of the school/Trust following consultation with the job holder. It will be reviewed periodically.
3. The postholder is expected to participate and engage with workplace learning and development opportunities to continually improve their own performance.
4. The postholder may deal with sensitive material and should maintain confidentiality in all school related matters as set out in their statement of terms and condition of employment.
5. Information about how and why we collect your data can be found in the "Lift Schools Privacy Notice for Staff" which you are required to comply with.
6. You are expected to take reasonable care of your own health and safety and to be mindful of the safety of others, to cooperate with instructions, to minimise and mitigate potential hazards and risks to others, and to appropriately report hazards, illnesses, or injuries in accordance with our Health & Safety Policy.

Safeguarding:

At Lift Schools we are committed to ensuring the highest levels of safeguarding and promoting the welfare of our students, and we expect all our colleagues and volunteers to share this commitment. We adopt a strong, fair, and consistent recruitment process which is in line with Keeping Children Safe in Education guidance. This includes online checks for shortlisted candidates. All offers of employment are subject to an Enhanced DBS check, references, and where applicable, a prohibition from teaching check, and you are required to complete them and advise us immediately should you subsequently be convicted of an offence.

Equality, equity, diversity and inclusion:

At Lift Schools, we want all of our colleagues to feel included bringing their passion, creativity, and individuality to work. We value all cultures, backgrounds, and experiences, and we truly believe that diversity drives innovation.

Person Specification

Qualifications and experience	
Essential GCCE Maths and English (A–C or 4 - 9) or equivalent, or be willing to work towards Functional Skills.	Desirable GCSE Computer Science (A–C or 4 - 9) or equivalent.
Knowledge and skills	
Essential - Willingness to learn. - Experience working as part of a team (this could be in a sporting, educational, work or social setting). - Good administration and organisation skills.	Desirable - IT literacy with Google Workspace. - Experience with Windows Applications. - Experience in resolving issues with a wide range of hardware and software. - Experience of handling customer enquiries, resolving queries face to face, on the phone and in writing. - Experience in an education setting.
Leadership skills	
Essential N/A	Desirable N/A
Personal attributes and behaviours	
- Ability to communicate confidently and effectively with teachers, students and other stakeholders. - The ability to work under pressure and maintain professionalism. - Interest in IT and Technology.	Desirable - Can reflect thoughtfully and critically on the Project H mindsets, and identify their own strengths and areas for development in these areas. The Project H mindsets are: - Share ideas early, often, and honestly - Embrace constructive disagreement - Value ideas, not ego - Be curious and open to new ideas - Focus on facts and reason
Special requirements	
- Successful candidates will be subject to an enhanced Disclosure and Barring Service Check. - Right to work in the UK. - Evidence of a commitment to promoting the welfare and safeguarding of children and young people. - Show commitment and a forward-thinking approach to drive forward equality, equity, diversity, and inclusion and to own personal development along with a positive attitude towards legislative developments and the provision of equitable services.	