

Job Description for	ICT Apprentice
Links to Role Profile	ICT Assistant 01565
Line Manager	Assistant Network Manager
Agreed/Reviewed	February 2011
Salary Scale	HCC Scale C
Hours/weeks	37 hours, 40 weeks
Main Purpose:	To support the provision of ICT in the school, ensuring that the school's needs in relation to curriculum and administration are met.
Key Tasks	1. To assist the Network Manager and Assistant Network Manager in ensuring the school's network runs efficiently 2. To assist the Network Manager and Assistant Network Manager in ensuring system integrity and security by changing passwords on the system and informing staff of any changes 3. To provide technical support on hardware and software problems 4. To ensure new equipment including PCs, data projectors, electronic white boards, digital cameras etc. is suitable to meet the needs of users, offering support and training as required 5. To maintain all computer hardware to a high standard (subject to equipment warranty and within level of competence) 6. To liaise with external suppliers for the repair of equipment under warranty or maintenance contract 7. To set up, maintain and remove user network accounts where appropriate 8. To carry out routine network maintenance tasks as directed by the line manager 9. To be familiar with the network infrastructure (cable and patch panels, hubs, switches, routers and wireless equipment) and keep a log of any damage 10. To assist with the checking of new computer equipment on

	arrival and install as appropriate 11. To install and test new software 12. To set up and maintain user network and e-mail accounts 13. To maintain battery condition in notebook computers according to the manufacturer's guidelines, and ensure staff are aware of the importance of battery maintenance 14. To assist with the security marking and recording of all new hardware and maintain inventories of all equipment in the school, service and maintenance arrangements 15. To assist with identifying when stocks of computer consumables reach re-order levels and order fresh supplies 16. To provide technical support for audio/visual/telephony equipment 17. To perform such other tasks as may reasonably be required by the Line Manager
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