**POST TITLE:** ICT Apprentice Technician

**SITE:**

**GRADE:**

**HOURS OF WORK:** 37 hours per week, 52 weeks per year, with one day per week for study

**RESPONSIBLE TO:** Trust IT Manager

**PURPOSE OF THE JOB:**

* *To provide support to all users of the computer network*
* *To contribute to the day-to-day maintenance of the client side ICT infrastructure*

**MAIN RESPONSIBILITIES:**

1. To provide first line support to users, diagnosing and resolving problems when possible, escalating where necessary.
2. To monitor the Trust’s Helpdesk system and prioritise tickets, ensuring high quality advice is provided to end users in a timely manner.
3. To assist in the maintenance of the client side infrastructure, including laptops, desktops, interactive whiteboards and projectors.
4. To assist in the setup of PA systems and other ad hoc audio/visual equipment, as needed.
5. To provide in-class support to students and teachers, as appropriate.
6. To contribute to hardware and software installations and upgrades.
7. To contribute content to the media databases, as required.
8. To assist in the maintenance of the Trust’s ICT Asset Register and contribute to its general upkeep.
9. To ensure that the requisite Health & Safety regulations and Trust policies are complied with.
10. To remain mindful of systems security at all times and raise any concerns through line management.
11. To participate as a full member of the wider Anglian Learning IT Team, mutually supporting colleagues in other schools within the Trust, which may involve occasional travel and would be subject to the reimbursement of travel expenses.
12. To undertake any other duties consistent with the post as directed by the Director of IT.