

Coast and Vale Learning Trust

JOB DESCRIPTION

POST: ICT Apprentice Technician	
RESPONSIBLE TO: IT Manager	
JOB PURPOSE:	<p>To contribute to the delivery of an effective on-site ICT support service throughout the Trust, to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines</p> <p>Responsible for maintenance of ICT software, hardware and related equipment and for the resolution of identified technical problems, as well as providing support to staff and pupils to ensure administration and learning outcomes are maximised</p>
JOB CONTEXT:	<p>Expected to work on-site across the trust to solve problems to ensure the continuity of reliable ICT equipment and services. Due to nature of the job, the post holder may be required to lift equipment and work in restricted work areas</p> <p>Enhanced DBS Clearance required</p>
ACCOUNTABILITIES / MAIN RESPONSIBILITIES	
Operational Issues	<ul style="list-style-type: none"> • Contribute to the effective performance and service provision of ICT services within the Trust to minimise disruption • As directed, carry out practical repairs, installations and maintenance to IT adjacent infrastructure, hardware and sites • Participate in the collection, collation, processing and storage of data and information to comply with Trust reporting requirements • Support in diagnosing and resolving network, software and hardware faults (including peripherals), and perform maintenance repairs and upgrades • Implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required • Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting • Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria • Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption • To contribute to the work of the team under supervision, in the delivery of projects and support as required including ICT security and efficient use of resource • To maintain an awareness of ICT developments • Support teaching staff and pupils in technical aspects of ICT • Assist in the maintenance of the ICT network • Maintain computer files by backing up, archiving and deleting information as appropriate • Restore data • Portable Appliance Testing

Communications	<ul style="list-style-type: none"> • Communicate effectively with all staff, contractors and children, young people, families and carers • Recognise and respect different individuals understanding of what an issue might be • Liaise with all areas of the Trust and outside organisations • Interact with children in ways that support the development of their ability to think and learn. • Communicate with staff and pupils as part of ICT technical support to solve issues and provide ICT related information and assistance
Resource management	<ul style="list-style-type: none"> • Manage and Inventory Stock and Supplies
Safeguarding	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.
Systems and Information	<ul style="list-style-type: none"> • Share information appropriately • Attend staff meetings and training days • Maintain a comprehensive database of all support requests and allocate jobs as appropriate • Assist in maintaining a database of all ICT equipment • Keep up to date with ICT developments
Data Protection	<ul style="list-style-type: none"> • To comply with the Trust's policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.
Health and Safety	<ul style="list-style-type: none"> • Be aware of and implement your health & safety responsibilities as an employee and where appropriate any additional specialist or managerial health & safety responsibilities as defined in the Health & Safety policy
Equalities	<ul style="list-style-type: none"> • We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. • Ensure services are delivered in accordance with the aims of the equality Policy Statement. • Develop own and team members understanding of equality issues.
Flexibility	<ul style="list-style-type: none"> • The Trust provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with Trust Policies and Procedures.
Customer Service	<ul style="list-style-type: none"> • The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect, and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. • The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture, and values. • Understand your own role and its limits, and the importance of providing care or support.
Date of Issue:	August 2021