

Job Description: Apprentice Information Communications Technician (Level 3)

Responsible to: ICT Manager

Main Activities and Responsibilities

The Information Communications Technician should be :

- An organised and efficient team player within a busy and varied role
- A supportive communicator with colleagues, students and parents
- A basic knowledge of ICT systems and willingness to learn new skills and adapt
- A willing partner with all departments to effectively support and resource where needed

Duties

- Follow instruction from multiple sources and prioritise workload with a small team
- Work as a member of the school team with discretion and confidentiality
- Ad-hoc tasks as required to ensure the smooth running of the school including school projects
- Engage in relevant apprenticeship training as required for its successful completion
- Assisting in other areas of the business when needed

Responsibilities/Accountabilities

- The provision of clear and timely communication to parents, students, school and other agencies
- Maintaining, Updating and extracting information/Data from systems
- Responding to enquiries including over the phone, email and in person and the effective implementation of requests
- Ability and willingness to be a flexible, pro-active and effective school member
- Resetting staff and student passwords

Other Responsibilities

- In addition to undertake such duties of a similar nature as may be reasonably directed by the Headteacher/Business Manager from time to time.
- The duties and responsibilities of the post may vary from time to time according to the changing needs of the school.
- To ensure all safeguarding procedures are followed to promote the welfare of all children.

Equal Opportunity

The Postholder will be expected to carry out all duties in the context of and in compliance with the Local Authority and School's Equal Opportunities Policies.

Person Specification

| Post Title: | Apprentice Information Communication Technician | | |
|----------------------------------|--|--------------------------------------|---|
| | | Essential (E) or Desirable (D) | To be identified by: Application Form (A), Interview (I), Reference (R) |
| Qualifications: | 5 GCSE's grade A-C including Maths and English (or equivalent) | E | A |
| Experience: | Previous experience working within a school setting | D | A, I, R |
| | Basic knowledge of using IT systems | E | A, I, R |
| Professional Development: | Willingness to further develop self through relevant CPD and complete all required elements of the Information Communications Apprenticeship | E | A, I |
| Personal Skills: | Organised and efficient worker | E | A, I, R |
| | Good team player | E | A, I, R |
| | Good written and verbal communication skills | E | A, I, R |
| | Adaptability and resilience | E | A, I |
| | Ability to respect sensitive information and maintain confidentiality | E | A, I, R |
| | Ability to relate well to students, parents and other colleagues | E | A, I, R |