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## Job Description for IT Apprentice

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**Responsible to:** Trust IT Manager

**Based at:** New College Pontefract (with some travel to other sites as required)

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### OVERALL PURPOSE OF THE POST

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- To work as part of the Trust IT Team to provide a high quality, efficient and effective technical support service for staff and students in the trust.

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### MAIN DUTIES

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- Answering support queries received via Helpdesk, providing first response to staff and students logging all queries
- Log calls into the Helpdesk system with actions and record the actions taken to resolve an issue.
- Creation of IT support documentation for Knowledge based articles.
- Support on-site IT problems, replace hard drives, repair laptops, troubleshoot.
- Support the IT Team with deployment of software to college devices.
- Escalate support tickets to second, third line support where necessary.
- Supporting staff and students at the Helpdesk window.
- Password resets, printing of ID Cards, issuing lanyards, applying printer credit to accounts.
- Liaise with 3<sup>rd</sup> party support companies to arrange engineer visits on site.
- Monitoring students use of /and behaviour in open access areas.
- Maintain a learning environment in which students and staff can work effectively.
- Assisting in the maintenance of the IT assets in the Trust Asset Database.
- Label IT machines/laptops accordingly following current naming pattern.
- Tidy cable management in IT Rooms Open Access.
- Providing support and assistance to staff across the Trust in the use of IT, where appropriate.
- Report any faulty equipment to the appropriate person.
- Check IT rooms daily and ensure equipment such as keyboards and mice are working.
- Checking the laptop carts twice daily, ensuring all equipment is plugged in and charging.
- Checking all copiers on site are working correctly, reporting faults and replacing toners if needed.
- Replacing projector bulbs
- Daily classroom checks, ensuring all IT equipment is working, logging any issues into the Helpdesk.
- During the Trust holiday periods work as part of the IT Support Team by contributing to the general maintenance and installation of IT equipment at any site within the Trust and as deployed.
- Follow service desk processes, policies and procedures.
- Perform various stock checks requests as requested by the Trust IT Manager.
- Undertake other duties as requested and as commensurate with the post.
- **You may be required to work up to 2 additional evenings to support trust events.**

This job description is subject to amendment, from time to time, within the terms of your conditions of employment, but only to the extent consistent with the needs of the college/trust, and only after consultation with you.

**All staff and senior post holders have a duty for safeguarding and promoting the welfare of young people. Staff must be aware of the college procedures for raising concerns about students' welfare and must report any concern to the designated officers without delay. Staff must also ensure that they attend the appropriate level of safeguarding training identified by the college as relevant to their role.**

**The post holder's duties must at all times be carried out in compliance with the Trust's Equality and Diversity Policy, and the post holder must take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the trust's responsibilities under the Health and Safety Act.**

**All staff are expected to support the achievement of the trust/college's mission and strategic objectives and to demonstrate its values through their behaviour.**

## Person Specification for IT Apprentice

*There will be various opportunities for you to demonstrate you have the necessary attributes for this role such as through completion of the application form, at interview, during any tasks and through your provided references.*

ATTRIBUTES	ESSENTIAL	DESIREABLE
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience in the support and management of desktops and laptops.</li> <li>• Previous experience of networked printers and photocopiers.</li> <li>• Aware of current Network Issues, virus software management and security issues.</li> <li>• Experience of working in a customer care environment.</li> <li>• Evidence of ability to perform administrative tasks associated with running a Help Desk, e.g. - maintaining databases, support call management, monitoring and producing audit reports.</li> <li>• Demonstrable, good working knowledge of current versions of Microsoft Office.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing active directory, group policies and Server Technologies.</li> <li>• Experience of first line support on Windows 7.</li> <li>• Server Technologies Server 2012, Exchange 2013.</li> <li>• Knowledge VMware.</li> <li>• Knowledge Linux.</li> <li>• VOIP phone Systems.</li> <li>• Knowledge of Apple Mac, Desktops and Servers.</li> <li>• Experience of Maintaining Moodle VLE.</li> <li>• IGEL Thin Clients.</li> <li>• Patching and cabling network points Imac knowledge.</li> </ul>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Good general standard of education, including a minimum of GCSE equivalent in Maths and English at Grade C or above.</li> <li>• Well-developed oral, written and interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>• ICT qualification to Level 3 or above, e.g. – ECDL.</li> </ul>
<b>Special Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly.</li> <li>• Good time management and organisational skills.</li> <li>• Ability to communicate at all levels.</li> <li>• Ability to maintain high standards whilst working quickly.</li> <li>• Experience of working unsupervised.</li> <li>• Excellent problem-solving skills.</li> <li>• Ability to gather the relevant information about a support issue from non-technical staff and students.</li> </ul>	
<b>Personal Skills and Qualities</b>	<ul style="list-style-type: none"> <li>• Experience of working effectively as part of a team.</li> <li>• Experience of prioritising work under pressure.</li> <li>• Enthusiasm for the role.</li> <li>• Planned approach to own and work of others.</li> </ul>	
<b>Additional Factors</b>	<ul style="list-style-type: none"> <li>• Good team player.</li> <li>• Commitment to continuous improvement and willingness to learn from experience and practice.</li> <li>• Commitment to equal opportunities and safeguarding.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Health and Safety issues.</li> <li>• Desire to work in an educational institution with people in the 16-19 age range.</li> </ul>