



Coventry City Council

## Job Description

<b>Post:</b>	IT Apprentice	<b>Job Number:</b>	
<b>Service:</b>	Schools	<b>Post Number:</b>	
<b>Location:</b>	Manor Park Primary School	<b>Grade:</b>	Apprentice

### Job Purpose:

As an apprentice you will be working in a school environment and will be mentored and trained to carry out the following duties:

- Resolve problems associated with operating systems, networks, software, hardware, printers etc around school.
- Provide first-line support for staff throughout the school.
- Provide remote technical support to understand and troubleshoot issues via telephone, email and face to face.
- Installation of new software and hardware on client systems.
- Maintain and fix computing equipment.
- Assist in system upgrades and system maintenance.
- Liaise with third party suppliers such as Internet Service Providers and vendors.
- Increase the use of technology in lessons by ensuring all hardware devices are well-maintained.
- Maintain & update our website.
- Working alongside & supporting our IT partner, NS Optimum.

### Main Duties and Responsibilities:

- Provide first line technical support for incidents, service requests and technical changes, and provide general advice and guidance on ICT Services to colleagues.
- Provide advice and guidance on the usage of specific web services and software, including SeeSaw, ActivInspire, Office 365, Medical Tracker, various iPad apps and other services.
- Record and track the progress of incident, problems and service requests.
- Make an initial diagnosis of incidents, events and service requests, resolve if possible or escalate, if very complex, specialist or technical in nature.
- Assist with the resolution of problems, keeping users informed.
- Provide face to face local technical support service by prioritised request, escalating complex or problematic technical problems if specialist or very technical or complex in nature.
- Ensure system management tools, knowledge base and asset inventory information systems are effectively updated to enable accurate tracking of progress and closure.

- Provide management information on the creation progress and closure of incidents, problems, events, service requests, technical changes, and general advice.
- Promote user self-service tools to all users, providing advice and guidance when necessary.
- Assist in the development and continuous improvement of user self-service functionality, providing guidance in the use of self-service tools to users when required.
- Contribute to the design, implementation, monitoring and review of IT standards, processes, procedures and work instructions.
- Maintain up to date knowledge of ICT and Customer Services policies and procedures to ensure that customer service is delivered in accordance with service standards and a professional image is presented to customers.
- Assist in ensuring that all Service Desk Key Performance Indicators, and Service Level Agreements are met.
- Work effectively within the team, share knowledge with other colleagues, work flexibility and participates in team-based activities.
- Sending purchase orders to the relevant section for processing.
- Undertake daily checks on photocopiers & printers for paper & toner.
- Supporting other members of the school.
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** School Business Manager

**Date Reviewed:** July 2021

**Updated:** July 2021

## Person Specification

<b>Post:</b>	IT Apprentice	<b>Job Number:</b>	
<b>Service:</b>	Schools	<b>Post Number:</b>	
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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Good understanding of first-class customer service</li> </ul>
	<ul style="list-style-type: none"> <li>• Knowledge of clerical and administrative procedures an advantage, but not essential</li> </ul>
	<ul style="list-style-type: none"> <li>• Knowledge of MS Office products, Windows Operating systems and desktop hardware and peripherals an advantage</li> </ul>
	<ul style="list-style-type: none"> <li>• Confidence when using a range of hardware, software and technical devices</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> </ul>
	<ul style="list-style-type: none"> <li>• An interest in IT</li> </ul>
	<ul style="list-style-type: none"> <li>• Awareness of equal opportunities</li> </ul>
	<ul style="list-style-type: none"> <li>• A passion for new and emerging technology</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Good written, verbal and face to face communication skills</li> </ul>
	<ul style="list-style-type: none"> <li>• Good keyboard skills</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to organise and prioritise own workload effectively</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to deal with difficult situations</li> </ul>
	<ul style="list-style-type: none"> <li>• To demonstrate customer awareness and customer care in the delivery of services</li> </ul>
	<ul style="list-style-type: none"> <li>• Desire to help others to learn, develop and understand</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to work well in a team, as well as independently under own initiative</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>• To be able to achieve the Level 3 IT Solutions Technician Apprenticeship Standard</li> </ul>
	<ul style="list-style-type: none"> <li>• Maths and English GCSE 4/C or above (Or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship</li> </ul>

<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)</li> </ul>
	<ul style="list-style-type: none"> <li>• Must not have already completed the Level 3 IT Solutions Technician Apprenticeship Standard</li> </ul>

**Date Reviewed:** July 2021

**Updated:** July 2021