



PASSMORES ACADEMY

THE PASSMORES CO-OPERATIVE LEARNING COMMUNITY

Job Description

Title: Information Technology Apprentice

Line Manager: Ashley Alderson – Network Manager

Key responsibilities:

Responsibilities include but are not limited to:

To provide 1st line support for all users

- First point of contact for all staff and students
- To assist in administering user accounts and email
- To provide support to pupils and staff in accessing the ICT in school and remotely
- 1st level contact/support for 100+ staff and circa 1000 students
- 1st level support for 500+ client devices. Including PCs, laptops and Macs
- Responsible for general user support both hardware and software across the range of the Academy's desktop applications
- Some examples of specific types of support include: general system/file or desktop user problems (passwords, files, paths, servers and printers)

To assist in maintaining the Academy's ICT network and systems

- To assist in the installation and maintenance of all software on computers and thin client system
- Build & Deployment of system images
- Administration and Support of the Academy's AD Network

To support the use of the Academy's audio and visual systems

- To assist in the setup and maintenance of the Academy's audio and visual equipment for assemblies and functions.
- To support the Academy's whiteboard, projector and audio systems within the classrooms.

Job Specific Knowledge and Skills:

- Knowledge of Microsoft operating systems (10)
- Knowledge of MS Office 2016
- PC/ Laptop hardware troubleshooting
- Strong communication and interpersonal skills.
- Organisational and prioritising skills
- A logical and tenacious approach to problem solving.

In addition to the above areas, the post holder is responsible for the following actions:

Liaising with: Students / Line Manager, other relevant support staff, Subject Staff, Pastoral staff, LA staff, parents/carers and outside agencies as and when required.

Other Duties

Impact upon the educational progress of pupils

1. To actively participate in whole school self-evaluation and development to help ensure that all children meet their potential

Health and Safety

1. To assist with the carrying out of risk assessments
2. To ensure that Health and Safety policies and procedures are followed

Pastoral System

1. To liaise as appropriate with pastoral staff on pastoral related issues

Other specific duties

1. To play an active part in the life of the school community

The job description is current at the date shown, but in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and the job title

**V Goddard / N Christie
Co-Principals
March 2020**