



THE BISHOPS' BLUE COAT CHURCH OF ENGLAND HIGH SCHOOL

IT APPRENTICE

37 hours per week – Full year

£14,000 per annum

Monday - Thursday 8.30am-4.30pm and Friday 8.30am-4.00pm

We wish to appoint a reliable, enthusiastic and motivated IT Apprentice to work in our ICT Support department. Within this role, you will be involved in a whole host of IT tasks and duties to mould you into an IT professional. In this role, you will work towards your Level 3 IT Support Apprenticeship, delivered by the expert training team at Baltic Apprenticeships.

The Bishops' Blue Coat C of E High School is a high achieving and supportive school, where all are known, nurtured and inspired to flourish. We are committed to ensuring high quality learning and teaching in a caring environment. You will find the school a rewarding and friendly place to work with very good relationships between staff and students. We have a strong commitment to the professional development of all.

If you would be interested in joining us, please download a Support Staff application pack from our website www.bishopschester.co.uk/careers-vacancies/

If you have any questions regarding this role, please contact vacancies@bishopschester.co.uk

Please note that we reserve the right to close this vacancy early should we receive a high number of applications from suitably qualified candidates. Therefore you are advised to submit your application as soon as possible.

The Bishops' Blue Coat CE High School is committed to all aspects of safeguarding.

September 2024

The Bishops' Blue Coat CE High School

Apprentice ICT Technician job description and person specification

Full time (37 hours pw), Full year (term-time only is available to the right candidate)

Holidays: 25 days plus bank holidays

Salary: £14,000 plus optional membership of the local government pension scheme

Main Job Purposes: To provide ICT Support to staff and students under the supervision of the Senior ICT Technician

Management: The post holder will be line managed by the Data and Systems Manager. The post holder will not line manage any other staff.

Principal Responsibilities of the Post

1. As part of the ICT and Resources team to provide a full and prompt helpdesk service (including employee tasks, student advice, maintenance and repair of IT equipment) to support them in realising the school's Vision. To keep the requester informed of progress and /or escalate to the Assistant ICT Manager or Data and Systems Manager as appropriate.
2. To provide assistance to the Resources Manager as required.
3. To provide assistance to staff and students with the use of IT facilities and applications during lessons advising learners and supervising them in a safe and effective manner.
4. To provide software support for all users by being familiar with current software and where appropriate, producing user-friendly guides, to enable the systems to be fully used by all staff and students.
5. To deliver and set up IT equipment for lessons, including projection equipment and Chromebook trolleys, in good time as per the booking system.
6. To assist in filming and editing of video content and providing IT support to school events
7. To maintain and repair equipment (PCs, laptops, printers, monitors, etc) when it is practical to do so and to provide on the spot advice to ensure maximum availability and usage of equipment.
8. To install software and hardware as directed
9. To carry out PAT testing of IT equipment as directed by the Assistant ICT manager.
10. To carry out other IT related tasks as directed by the Data & Systems Manager.
11. Supervision of students at lunchtime as part of staff duty rota and occasionally at other times as required.
12. Provision of first aid assistance (training will be provided if required).

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Head Teacher/Business Manager from time to time, up to or at a level consistent with the principal responsibilities of the job during contracted hours. Additional hours for IT/AV support for lettings or events may be required from time to time together with a willingness to occasionally work excess hours where needed (e.g. to finish an urgent task) – where this extends to more than half an hour, the extra hours would be reimbursed via time in lieu or payment for the additional hours.

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Apprentice ICT Technician job description and person specification

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Good standard of education • Computer-related Level 2 qualification (e.g. GCSE, BTEC) • 5 GCSEs or equivalent including Maths and English 	Computer-related Level 3 qualification	Documentary evidence
Experience	<ul style="list-style-type: none"> • Can demonstrate an aptitude for problem-solving computer-related issues 	<ul style="list-style-type: none"> • Experience in school or business ICT support 	Application form/Interview
Job related Knowledge	<ul style="list-style-type: none"> • Confident using Windows-based computers • Confident with MS Office suite of applications, including their cloud (Office 365 versions) 	<ul style="list-style-type: none"> • Knowledge of the Data Protection Act • Proficiency with Apple iOS platforms • Proficiency in installing, configuring and maintenance of Windows 10 desktop computers in an education environment 	Application form/Interview
Skills and Aptitudes	<ul style="list-style-type: none"> • Ability to maintain a high level of accuracy and attention to detail • Ability to function under pressure, establish priorities and work to strict deadlines • Excellent communication and interpersonal skills • Good organising and time management skills • Excellent problem-solving skills 		Application form/interview
Other requirements	<ul style="list-style-type: none"> • Confident in interacting with children and adults alike • Positive and motivated • Act upon initiative • Ability to keep calm and contribute to the resolution of problems • Co-operative/able to work with people at all levels • Dependable and reliable 		Interview