



# St Benedict's Catholic School

*Developing Wisdom, Compassion and Resilience  
through Prayer and Work*

## IT SUPPORT TECHNICIAN APPRENTICE

This role is 37 hours per week, 8.00 am to 4.00 pm. A 30-minute lunch break will be taken each day. A holiday entitlement is included within the salary and holidays will be taken during the school closure period.

**Job Description:** The IT Support Technician Apprentice will be accountable to the Senior IT Technician for maintaining and operating the School's IT and network infrastructure. The ICT Apprentice will carry out any specific instructions given by the senior technician and work to a daily schedule unless directed otherwise. The IT Support Technician Apprentice is directly responsible to the Senior IT Technician and Deputy Headteacher.

The IT Support Technician is responsible for:

- Assisting in the development, support, maintenance and security of all ICT systems within the school.
- Assisting in the installation, configuration and testing of hardware and software.
- Providing technical advice and assistance in the classroom to support pupils, and teaching in a learning environment.
- Upskill and share relevant ICT knowledge with other members of the ICT team.
- To operate as first-line support for staff throughout the school and liaise with the Senior Technician and outsourced provider to refer matters on.
- To maintain an up-to-date log of changes made across the system, including inventory and asset tracking.
- To maintain, upgrade, and repair School Equipment and to install applications correctly.
- To identify inefficiencies in the network and to improve on them swiftly and efficiently.
- To manage and maintain continued use of device peripherals, along with ensuring new purchases are compatible with existing systems
- To advise on the compatibility of hardware, applications, and operating systems.
- To identify and resolve device issues and application errors.
- To install and set basic configuration options for infrastructure equipment such as switches and access points.
- To install and maintain standard network cabling and to perform basic diagnostic and recovery routines on network equipment.

- Ensure that computers are functional in each ICT room.
- Clean projector filters in accordance with a planned schedule.
- Undertake a visual check of rooms and facilities.
- Act as a point of contact for staff and pupils concerning ICT as required and provide telephone, email, and desktop support to pupils and staff.
- To control, maintain, install and set up when required, ICT and audio-visual equipment held within the school, including digital projectors.
- To maintain an up-to-date knowledge of the School's ICT network, connections, and components.
- Occasionally to provide ICT Support for School events (including evening events), for example, parent evenings.

To undertake, from time to time, such other duties as may reasonably be requested by the Senior Technician, Deputy or Headteacher.

All staff are responsible for promoting and safeguarding the welfare of pupils at St Benedict's by always ensuring compliance with the School's Safeguarding and Child Protection Policy. It is a requirement of all staff to report any actual or potential risks to the safety or welfare of pupils to the Designated Safeguarding Lead,

This document summarises the main responsibilities of the post. All staff are required to undertake whatever else the headteacher may reasonably request. All staff are expected to uphold, support and realise the ethos of the school.

Qualifications: 5 GCSEs grades 9-4 /A\*-C or equivalent (including English and Maths)

Skills Required: To be successful in this role, we as a School will be looking for the following aptitudes from an individual:

- Provide exceptional IT support during difficult and busy schedules.
- The ability to adapt to demanding and new situations will ensure the individual is successful in their role as an IT Technician.
- Discuss and explain technical issues to non- technical staff members.
- Demonstrate a proactive willingness to learn and adapt to new technologies.
- Strong communication skills.
- Good level of interpersonal skills, polite, tactful and friendly.
- Patient, resilient and calm under pressure.
- Confidence.

Future prospects: This role is for a 24 fixed term Apprenticeship contract which may lead to securing a permanent position within the school upon completion of the program.

