

At Lady Manners School we strive to attain the highest standards in our work, have respect for others and develop our individual talents.



Founded 1636 by Grace, Lady Manners
Lady Manners School

JOB DESCRIPTION

POST TITLE: Apprentice Media & IT Technician

MEMBER OF STAFF: Vacancy

RESPONSIBLE FOR: N/A

RESPONSIBLE TO: Network Manager

OVERALL RESPONSIBILITY:

To support the delivery of ICT support services, including the provision of first line support to users, assisting the ICT & Media Technician, providing cover in reprographics, and in implementing media requirements to aid teaching and learning. To assist in the maintenance and development of the school's ICT and media infrastructure.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Work on the ICT service desk and assist users with reactive support on basic hardware and software problems:
 - Receive and log telephone calls, emails or face-to-face enquiries, ascertaining the nature of the problem, impact, and urgency.
 - Resolve basic problems (for example, forgotten passwords, printer credits etc).
 - Create and update task lists for all problems raised, referring more complex issues to colleagues.
 - Ensure effective customer service by keeping users informed of progress in resolving the ICT problems raised.
2. Laptop configuration and maintenance.
 - Configure laptops for teaching staff for use at home and school, and curriculum laptops for student use in lessons.
 - Provide ongoing support and software upgrades on all laptops.
3. Support the smooth running of the ICT department:
 - Assist the ICT & Media Technician with visual aids related duties where required.
 - Ensure all ICT equipment is registered onto the Asset and Portable Appliance Testing registers and labelled appropriately.
 - Maintain the software licence inventory.
 - Administer the removal of redundant ICT hardware under the direction of the Network Manager and in accordance with agreed policy.
 - Assist colleagues in the team with ICT development projects.

4. Support with reprographics processes:
 - Operate the school's reprographic machinery, carrying out all types of reprographics work (e.g. photocopying, laminating, binding, and scanning).
 - Provide cover and support in the absence of reprographics staff
 - Provide support to teaching and support staff on the use of the Multi-Functional Devices and centralised print facility.
 - Utilise information technology in relation to Reprographics (e.g. placing work on the school network, using print management software).
 - Ensure all department printing and stationery is logged.
 - Assist with the routine upkeep of Multi-Functional Devices (e.g. filling with paper, changing toner, meter readings etc.).

GENERAL DUTIES AND RESPONSIBILITIES:

1. Undertake training and development activities relevant to the position.
2. Co-operate with the school in complying with relevant health and safety legislation, policies and procedures.
3. Carry out the duties and responsibilities of the post in compliance with the school's equal opportunities policy.
4. Support the aims and ethos of the school.
5. Maintain confidentiality and observe data protection and associated guidelines where appropriate.
6. Maintain an awareness of Safeguarding Children and Safer Working Practice
7. Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

PERSON SPECIFICATION

	Essential or Desirable
Experience: NB: specific work experience is not required to apply for the apprentice role.	
Working in a customer-focused environment	Essential
Working in a team	Essential
Working with media equipment	Essential
Using standard PC software (e.g. Microsoft Office)	Essential
Providing technical/practical support to others	Essential
Managing stock levels	Desirable
Qualifications:	
5 GCSEs grade A*-C or equivalent including English and Mathematics	Desirable

ICT-related qualification	Desirable
Knowledge:	
Understanding of the importance of safeguarding children and of safer working practice	Essential
Media equipment	Essential
General awareness of current and emerging information technologies	Essential
Knowledge of standard PC software (e.g. Microsoft Office etc.)	Essential
Understanding of PC applications (e.g. Windows OS, networking etc.)	Desirable
Performing arts technical equipment/ resources	Desirable
Knowledge of reprographics processes	Desirable
Skills:	
Competent in the use of ICT	Essential
Ability to deal with conflicting demands and prioritise tasks for self and others	Essential
Analytical and problem-solving skills	Essential
Ability to recognise the need for and maintain a high degree of confidentiality	Essential
Ability to relate to teachers, other professionals, parents/carers and students	Essential
Ability to work as part of a team and on own initiative	Essential
Ability to work calmly and professionally under pressure	Essential
Attention to detail	Essential
Ability to organise and prioritise work effectively and to deadlines	Essential
Good communication skills	Essential
Attitudes and Values:	
Commitment to school improvement and raising achievement for all students	Essential
Ability to form and maintain appropriate relationships and personal boundaries with young people	Essential
Takes responsibility and understands accountability	Essential
Committed to the needs of the students, parents and other stakeholders	Essential

Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations	Essential
Adaptable to change	Essential
Ability to relate to and promote the school ethos	Essential
Other:	
Willing to self-improve / attend training	Essential
Approachable manner	Essential
An interest in ICT	Essential

The post-holder must be prepared to carry out additional duties which may reasonably be required by the Headteacher. The duties of this post may vary from time to time, as required by the Headteacher, without changing the general character of the role or the level of responsibility.

Evidence will be drawn from some or all of:

- Letter in support of application
- Application form
- Response to questions during interview
- Test or task
- References