

APPRENTICE IT TECHNICIAN

Job Description:

An exciting and unique opportunity has become available for an apprentice at Tanfield School. The successful candidate will work as part of a professional team to deliver an effective IT support provision within the school. Work is extremely varied and will provide a great opportunity to build and develop a multitude of skills in the IT sector. We are looking for someone with a can do attitude effective in problem solving, working under their own initiative with a keen desire to learn.

To assist the IT & Electrical Manager in delivering an effective IT support provision within Tanfield School.

Main Duties and Responsibilities:

- *Providing hardware and software support for staff and students*
- *Preparing and maintaining IT equipment throughout the school*
- *Management of devices including security, updates, and repairs*
- *Software tasks including installation of applications, upgrades, fault finding*
- *Contribute to planning and development of IT systems, policies, and procedures*
- *Ensuring equipment is clean, undamaged, and in working order*
- *Inspecting and maintaining or reporting equipment in line with Health and Safety regulations*
- *First line support in identifying faults and on-site repair*
- *Using a helpdesk system to report and monitor requests/faults*
- *Configuring up and maintaining users*
- *Booking IT facilities, including rooms and portable equipment*
- *Assisting with installation works e.g. data and electrical installation etc*
- *Maintain a library of IT documentation*
- *Maintain the door security system and staff passes*
- *Update and maintain school website contents*

Skills Required:

- *Excellent verbal and written communication skills and a high Level of literacy and numeracy skills*
- *Ability to absorb and understand a wide range of information*
- *Ability to operate a range of ICT equipment and other specialist resources*
- *Ability to proficiently use computer software including word-processing, spreadsheet, database and internet systems*
- *Ability to work constructively as part of a team, but also individually; understanding school roles and responsibilities including own*
- *Ability to break down and solve problems*

Qualifications Required:

- *5 GCSE's (grade 9-4) or equivalent, including English, mathematics, Further/higher education / NVQ or equivalent qualification in a relevant discipline, GCSE in IT*

Working Week: Working pattern: Monday-Thursday 8.00am-4.00pm and Friday 8.00am-3.30pm

Commencing Salary: £4.81 per hour

If you wish to apply for this vacancy, forward your CV to apprenticeships@derwentside.ac.uk