

BRIGHTON AND HOVE CITY COUNCIL

JOB DESCRIPTION

Job Title: ICT Apprentice – Level 3

Reports to: The IT Systems Manager

Department/School: Varndean School

Purpose of the Job

To Learn how to provide technical and practical support to staff and students

To undertake the apprenticeship in IT Support Level 3

Principal Accountabilities

- Learn to follow instructions to install and upgrade client/server applications.
- Learn to plan and implement changes to elements of the ICT service e.g. plan the physical layout and cabling.
- Learn to perform a wide range of hardware repairs and upgrades.
- Learn to detect, analyse and resolve most PC, printer and peripheral device faults.
- Learn to produce reports from a support log to provide basic management information
- Learn to assist school Managers to define an appropriate service level and support arrangements
- Learn to record and document all aspects of hardware and software related incidents.
- Areas of learning will include but not be limited to undertaking support and maintenance tasks of the following areas. Windows Server and Client devices - Linux Servers - Interactive Audio and Video display systems - switching equipment, Manage small projects to a successful outcome.

PERSON SPECIFICATION

Job Title: ICT Apprentice – Level 3

Job related Education, Qualifications and Knowledge	<ul style="list-style-type: none"> • Educated to minimum of NQF level 2 or equivalent • Basic technical knowledge of windows operating systems • A good awareness of a range of ICT equipment
Experience	<ul style="list-style-type: none"> • Experience of working with PC's (maybe in an educational or personal setting)
Skills and Abilities	<ul style="list-style-type: none"> • Ability to use ICT equipment effectively • Ability to remain calm under pressure and handle many tasks at once • Good customer service skills • Ability to communicate well and listen • Ability to think and act quickly to address problems • Ability to solve day to day problems to ensue the service meets its service targets and contractual requirements
Other Requirements	<ul style="list-style-type: none"> • Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies to their area of work • Ability to co-operate and adhere to Health and Safety policy, practices and instructions
Equalities	<ul style="list-style-type: none"> • To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Inclusive Council Policy. • To demonstrate a commitment to your own personal development.