TPS The Petersfield School

The Petersfield School
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Principal: Mr M P Marande BA Hons MA

IT SUPPORT APPRENTICE: JOB DESCRIPTION

Line of Responsibility

The IT Support Apprentice will be directly responsible to the Network Manager.

Job Purpose

The IT Support Apprentice will provide first-line technical support to staff and students across The Petersfield School and other schools supported by Bohunt Education Trust, whilst working towards an industry-recognised IT qualification.

The postholder will develop practical skills and knowledge across a broad range of technologies, including Microsoft 365, Windows devices, Apple devices, networking, cloud services and educational technologies. They will work alongside experienced IT professionals, contributing to the delivery of reliable ICT services that support teaching, learning and administration.

The role offers an excellent opportunity to gain hands-on experience, develop technical expertise and establish a strong foundation for a long-term career in Information Technology.

Duties and Responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the Headteacher or Network Manager.

IT Support

- Provide first-line technical support to staff and students.
- Assist with the diagnosis and resolution of hardware, software and network issues.
- Log, update and monitor support requests through the school's IT service management system.
- Escalate more complex issues to senior members of the ICT team where appropriate.
- Assist users with password resets, account access and general technical enquiries.

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- Deliver excellent customer service and maintain positive working relationships with staff, students, parents and external providers.

Hardware and Software Support

- Assist with the installation, configuration and deployment of desktop computers, laptops, tablets and peripheral devices.
- Support Windows 11 devices, iPads and other school technology platforms.
- Assist with software installation, updates and device configuration.
- Support the maintenance and organisation of ICT equipment and resources.
- Help maintain accurate records of ICT assets and inventory.

Microsoft 365 and User Administration

- Assist with Microsoft 365 user administration and support.
- Support staff and students using Microsoft 365 applications, including Outlook, Teams, OneDrive and SharePoint.
- Assist in maintaining user accounts, groups and permissions within Active Directory and Microsoft Entra ID.
- Support account creation, changes and leaver processes.

Infrastructure and Networking

- Assist with the maintenance and monitoring of school ICT infrastructure.
- Support the operation of wired and wireless networking equipment.
- Learn how to identify and troubleshoot network-related issues under supervision.
- Assist with routine maintenance and infrastructure improvement projects.

Device Management

- Assist with the deployment and management of Windows and Apple devices.
- Support Mobile Device Management (MDM) systems, including Jamf and other management platforms where required.
- Assist with device setup, compliance monitoring and software deployment.

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Interactive Screens and Audio Visual Support

- Assist with maintaining and supporting classroom audio-visual equipment, interactive screens, projectors and presentation systems.
- Support interactive classroom technologies, including SMART Boards, Clevertouch displays, Promethean panels and associated software platforms.
- Assist with technical support for assemblies, examinations, performances, parents' evenings and other school events.
- Support the setup and operation of audio and visual equipment as required.

iPad One-to-One Scheme

- Assist in maintaining the school's iPad loan and replacement programme.
- Support students and staff with iPad-related issues and troubleshooting.
- Help process repairs, warranty claims and device replacements.
- Assist with maintaining accurate records of devices and repairs.
- Support communication with parents regarding iPad repairs and claims where required.
- Assist with audits of student device allocation and compliance.

Cyber Security and Data Protection

- Follow Trust ICT security procedures and best practices.
- Assist with maintaining secure ICT systems and devices.
- Report any suspected security incidents or concerns to the Network Manager.
- Work in accordance with data protection and information security requirements.

Training and Development

- Attend apprenticeship training sessions and complete all coursework and assessments required by the apprenticeship provider.
- Participate fully in professional development opportunities offered by the school and Trust.
- Develop knowledge of current and emerging technologies.

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- Maintain a willingness to learn and apply new skills and techniques.

General Responsibilities

- Attend school events and provide associated technical support as required.
- Attend relevant meetings and training sessions.
- Demonstrate professionalism at all times and represent the school positively.
- Maintain confidentiality and comply with school policies and procedures.
- Support and promote the school's ethos, values and objectives.
- Promote and safeguard the welfare of children and young people.
- Undertake any other duties commensurate with the nature of the post.

Progression Opportunities

Successful completion of the apprenticeship may provide opportunities for progression into a permanent IT Technician role within Bohunt Education Trust, subject to organisational requirements, performance and the availability of suitable vacancies. The school is committed to supporting apprentices in developing the skills, qualifications and experience needed for a successful long-term career in IT.

Person Specification

Criteria	Essential	Desirable
Good standard of education, including English and Mathematics	✓	
Genuine interest in Information Technology	✓	
Ability to communicate effectively with staff, students and parents	✓	
Strong customer service and interpersonal skills	✓	
Ability to work as part of a team	✓	

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Ability to work independently and use initiative	✓	
Good organisational and time management skills	✓	
Ability to maintain confidentiality	✓	
Willingness to learn and undertake training	✓	
Commitment to safeguarding and equality of opportunity	✓	
Basic understanding of Windows operating systems	✓	
Basic understanding of Microsoft Office or Microsoft 365 applications	✓	
Experience using iPads, tablets or other mobile devices	✓	
Experience of troubleshooting technology problems		✓
Relevant ICT qualification or currently studying towards one		✓
Active Directory or Microsoft 365 experience		✓
Knowledge of networking fundamentals		✓
Experience with Apple devices		✓
Experience with educational technology		✓
Experience working or volunteering in a school environment		✓