

HELP DESK APPRENTICE JOB DESCRIPTION

Job Title:	Help Desk Apprentice
Location:	Keys Co-operative Academy Trust - based at Witham, Essex
Weekly Wage:	£170.94 to £329.67

SUMMARY OF MAIN DUTIES / RESPONSIBILITIES

To work as part of the Trust's Central Team, assisting both the Trust IT/Systems Manager and Trust Facilities/Health and Safety Manager in the day to day running of the support helpdesk, in line with the Trust central teams support service level agreements.

As part of this role, you will be required to study towards the Information Communication Technician Level 3 Apprenticeship Standard at Colchester Institute.

Duties:

- Administration of the Trusts ICT Support Portal by raising, updating and closing support tickets for all requests/works
- Administration of the Trusts Premises Management Systems by updating asset information and maintenance and servicing schedules as required
- Administration of the Trusts health and safety/Incident portal by raising, updating and closing support tickets for all requests/works
- Where able to do so, by providing advice and support to colleagues to resolve minor ICT user issues following a support request, within the timescales as identified in the Trust's IT support service level agreement
- Organising and diarising the on-site technician support visits to ensure efficient and effective deployment within the timescales specified in the IT Service Level Agreement
- Setting up and maintaining staff and pupil user accounts for the various systems used across the trust
- Maintaining the Trusts Asset Management System, ensuring all asset information is kept up to date and that all equipment is Asset-tagged in line with the requirements of the Trust's Financial Regulations and Asset Management Plans
- Preparing new IT equipment arriving centrally, ready for distribution to schools including adding new equipment to the Trusts Asset Management System
- Raising orders for and goods receipting ICT equipment on behalf of both the Trust's IT Manager and Facilities Manager as required
- Participating in Asset Audits as required by the Trust's IT Manager
- Supporting with annual systems/software audits to ensure that the Trust is gaining best value for money
- Maintaining and monitoring the Trust's contracts/licences register to identify when software licences and contracts expire
- Updating pages on the intranet and school/trust websites as and when required.
- Compiling reports as required
- Any other reasonable duties as requested by the Trust IT/Systems Manager

REQUIREMENTS & PROSPECTS

Desired skills

- Good reading and writing skills
- Good numeracy skills
- Good knowledge and understanding of computer systems, in particular Google G-Suite software
- Ability to complete forms, write routine letter
- Ability to exchange verbal information clearly and sensitively with children and adults
- Seek support to overcome communication barriers with children and adults
- Ability to consult with colleagues
- Understand and implement the school/Trust's behaviour management policy
- Understand and support the differences in children and adults and respond appropriately
- Basic understanding of the learning experience provided by the school
- Basic understanding of the way in which children develop
- Understand the importance of physical and emotional wellbeing
- Ability to support children who may be unwell
- Understand the role of others working in and with the school
- Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
- Ability to work effectively with other adults in the school
- Ability to work on own
- Ability to provide timely and accurate information
- Good organisational skills
- Ability to manage own time effectively
- Ability to follow instructions
- Good understanding of Health & Safety
- Understand and implement child protection procedures
- Understand procedures and legislation relating to confidentiality

Personal qualities

- Demonstrate a commitment to equality
- Be prepared to develop and learn in the role

Desired qualifications

- Essential: GCSEs or equivalent, grades A*-C/9-4 including maths and English as well as an IT related subject
- All candidates will be required to complete Colchester Institute's mandatory initial assessment process before being put forward to the company. This will consist of online assessments



Future prospects

- Permanent employment with the trust in an IT Support role, Scale 3 (£18,933 - £19,312). Further opportunities for progression

Things to consider

- From time to time, in particular during school holidays, the helpdesk assistant may be required to visit school sites across the trust as needed to support with specific projects, therefore, as this role requires travel, it may be advantageous for the post-holder to drive, hold and maintain a full/valid driving licence and have access to a vehicle which can be used, and is insured for business use
- The position is based in a school and therefore all appointments are subject to safer recruitment requirements to ensure the safeguarding of children and young people. All positions will involve appropriate checks and clearances

Important information:

- Colchester Institute – Apprenticeship Team manage the applications to this role and you will be required to complete our initial assessment process before your application gets sent onto the employer
- Please be advised that the closing date for this role could be brought forward or extended if this vacancy receives a high number or low number of applicants and/or the company recruit before the closing date
- Whilst there are possible closing and start dates, should you be available earlier, this can be negotiated with the employer

SAFEGUARDING

Keys Co-operative Academy Trust (KCAT) is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment.

Keys Co-operative Academy Trust is committed to ensuring all recruitment is undertaken fairly, effectively, safely and in accordance with legislation. The information below provides pre-employment screening guidance for candidates applying to this job at Keys Co-operative Academy Trust.

Pre-Employment Checks appropriate to this Job Profile

- Identity
- Medical Screening
- References
- Qualifications
- Prohibition from Teaching
- Self Disclosure
- Enhanced DBS Check



- DBS Barred List Check
- Keys Co-operative Academy Trust LADO Safeguarding Checks
- Right to work in the UK
- Individuals who have lived outside the UK