Apprenticeship
ICT Apprentice Level 3 (A Level)

Salary: £12,313 - Apprentices are paid for their normal working hours and training that is part of their apprenticeship (1 day per week)

Hours: 37 hours per week, all year round. Mon-Thu 8.30am-4.30pm, Fri 8.30am-4pm, inclusive of a 30-minute unpaid lunch break

Duration of Apprenticeship: 19 Months

Potential Start Date: September/October 2024

Responsible To: ICT Manager

Working within an ICT Team lead by an ICT Manager and two further ICT Technicians, the successful apprentice will be joining the school at an exciting time of investment in new ICT hardware and software.

What you will do in your working day:

An Information Communications Technician (ICT) provides support to internal and/or external customers, by using tools or systems to problem solve and trouble-shoot routine and non-routine problems. This occupation supports clients/customers with their systems. They achieve this through monitoring and maintaining the systems and/or platforms to maximise productivity and user experience.

KEY DUTIES:

- Provide technical support to customers both internal and external through a range of communication channels
- Install and configure relevant software and hardware as appropriate for example mobile apps, printers, projectors, scanners and cameras.
- Address IT issues by prioritising in response to customer service level agreements
- Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets
- Support the roll-out of upgrades or new systems or applications
- To provide first and second line ICT and AV support services to end-users
- Configure, test, and deploy end-user devices including laptops, tablets, desktop PCs, phones, and printers.
- Ensure that all aspects of support processes are documented and kept up to date.
- Manage (create, amend, delete and report) user accounts on all education systems including m365, Active Directory and other learning and administrative school systems.
- Assist in the onboarding process of new starters, ensuring that all PCs, laptops, software, peripherals, accounts are working on the first day.
- Assist with the deployment of computers, including mobile devices to end-users
- Ensure all classrooms and equipment are maintained and in optimum working order.
- Provide administrative and project implementation support.
- To assist in the provision of school-wide systems and services.
- To maintain and support all school end-user devices and peripherals.
- Maintain the ICT asset and configuration management databases.
- Ensure that end-user systems and services meet health and safety requirements.
- To provide instruction to end-users in the use of end-user ICT and AV facilities and services.

The training you will be getting:

Completion of learning outcomes required for:

- CompTIA A+1001
- CompTIA A+1002
- CompTIA Cloud Essentials

Requirements to apply:

- GCSE or equivalent in English and Maths (grade 4 – 9) *Essential*
- Good attention to detail, organisation and communication skills

Applications must be received no later than **Sunday 30 June 2024** and must be made via:

https://primarygoal.ac.uk/our-courses/level-3-information-communications-technician/

What to expect at the end of your apprenticeship:

Whilst we are unable to guarantee employment at the end of the apprenticeship, we believe the skills and experience you have developed during the course will make you very employable either within the school itself or a similar organisation.