

Job Description

ICT Technician Apprentice

(JDPS subject to review under BCC Equal Pay Programme)

Job Details	
Grade	(Grade A, subject to evaluation under BCC Equal Pay programme)
Job Evaluation Number	TBC
Directorate	Children & Families
Division	Schools

1.0 Portfolio Responsibilities

This role provides comprehensive ICT maintenance, installation, and technical support services across the school site, ensuring that ICT systems operate effectively to support school operations. It offers technical and software assistance during lessons, delivers training sessions for staff and pupils and teaches the basic use of software programmes as required. The role also contributes to the ongoing development and improvement of the school's ICT infrastructure to enhance the overall learning environment.

The apprentice is expected to demonstrate general awareness of the Key Responsibilities, rather than established expertise.

2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

ICT Support and Maintenance

- Maintaining the school's ICT network, including assisting with network equipment installation, configuration, and upgrades
- Maintaining ICT equipment and devices, including software installation, upgrades, and repairs
- Providing technician support to ensure smooth integration and upgrading of different elements of the school's ICT infrastructure, which may include applications, Management Information Systems and security
- Responding to requests for ICT technician support and assistance from teaching and non-teaching staff
- Setting up and supporting ICT for meetings, events and training
- Supporting teachers during lessons, which may include assisting pupils and delivering technical

<p>elements in ICT-based and technology-supported lessons</p> <ul style="list-style-type: none"> • Providing IT technician support for enrichment and extra-curricular activities as required • Training and supporting staff in the use of ICT • Assisting with the development and maintenance of the school website and other communication channels as required
ICT Compliance
<ul style="list-style-type: none"> • Ensuring health and safety procedures are in place and followed when using and managing ICT equipment • Ensuring ICT use across the school complies with legal and regulatory requirements • Supporting cybersecurity, data protection, and safeguarding policies when working with pupils and ICT systems • Ensuring ICT equipment is installed and used safely, reporting or removing unsafe items • Protecting ICT equipment from damage or misuse and responding promptly to safety or security risks. • Decommissioning and disposing of ICT equipment in line with data protection legislation, and environmental regulations
ICT Development
<ul style="list-style-type: none"> • Supporting the development and improvement of ICT systems and their use across the school • Providing ICT support to the wider school community, which may include partner schools and adult groups

Special Conditions	
Is Safeguarding Check needed?	DBS Enhanced Children

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation		
Qualifications	AF/Q	Hold GCSEs or equivalent in English and Maths at grade C/4 or above or be willing to work towards functional skills as part of the apprenticeship

		qualification.
Qualifications	AF/Q	Hold a recognised IT qualification or demonstrate competence by passing assessments.
Experience	AF/I	Demonstrate experience using IT for various office tasks, including Microsoft Word, Excel, PowerPoint and Teams.
Skills	I	Be able to speak an appropriate standard of spoken English - Part 7 of the Immigration Act (2016).
Skills	AF/I	Have good written and verbal communication skills for engaging with staff and pupils
Skills	AF/I	Develop skills to work flexibly within a diverse team, providing cover to maintain service continuity.
Skills	AF/I	Acquire the ability to multitask and perform various roles effectively within the team.
Skills	AF/I	Demonstrate attention to detail and perform tasks accurately, including tasks requiring literacy and numeracy.
Other	I	Have a flexible and adaptable approach to supporting varied school operational needs, with the ability to work calmly under pressure.
Competency	AF/I	Be able to both work independently and work well as part of a team.
Competency	AF/I	Be able to support basic training or guidance, as the apprenticeship progresses, for users on the effective use of software and ICT equipment.
Competency	AF/I	Understand and be able to evidence good organisational skills, with the ability to prioritise workload and manage competing deadlines.
Knowledge	AF/I	Have an understanding and a willingness to learn and follow applicable legislation and policies, including their implications, including data protection, cyber security and safeguarding.
Training	AF/I	Demonstrate a willingness to work towards completing a relevant apprenticeship programme.

All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

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