



# THE BISHOP FRASER TRUST

A CHURCH OF ENGLAND MULTI ACADEMY TRUST

## JOB DESCRIPTION

<b>Job Title:</b>	IT Engineer Apprentice	<b>Department/Group:</b>	IT / Support Staff
<b>Level/Salary Range:</b>	Grade A SCP 2 - 3	<b>Reporting to:</b>	Network Manager
<b>Contract term:</b>	All year round	<b>Hours per week:</b>	37 hours
<b>Vision Statement</b>			
<p><i>"To allow all children to experience 'life in all its fullness', no matter what their starting point" by:</i></p> <ul style="list-style-type: none"> <li>• Offering a high quality, inclusive and distinctive education</li> <li>• A caring and nurturing environment based on our Christian values</li> <li>• Recognising the unique nature of each child.</li> </ul>			
<b>Main Objectives of Role:</b>			
<ul style="list-style-type: none"> <li>• To provide general ICT technical support across the whole school network and one day for the Trust.</li> <li>• To develop and maintain the school's digital presence.</li> </ul>			
<b>Job Description:</b>			
<p><b>General maintenance &amp; repair</b></p> <ul style="list-style-type: none"> <li>• Repair of cabling</li> <li>• Installation of ICT Equipment and infrastructure</li> <li>• Maintenance of printers</li> <li>• Ordering toner and other items when necessary</li> <li>• Maintaining an up to date inventory of all ICT equipment including licenses</li> <li>• Security marking of all new equipment</li> <li>• Daily checks of ICT rooms / equipment – report and repair where necessary</li> </ul> <p><b>Administration tasks</b></p> <ul style="list-style-type: none"> <li>• Installation of new software</li> <li>• Installation and configuration of new workstations</li> <li>• Adding and deleting users</li> <li>• Adding and deleting of Email users</li> <li>• Changing passwords</li> <li>• Trouble shooting software problems</li> <li>• Daily viewing of internet logs/print files</li> <li>• Assisting with staff training</li> <li>• Acting as first line support</li> <li>• Logging and responding to tickets on the helpdesk</li> </ul> <p><b>Support for staff</b></p> <ul style="list-style-type: none"> <li>• Helping staff and students in the use of IT equipment</li> <li>• Providing help and guidance in the use of software</li> <li>• Support staff / Students with the setup and use of bookable equipment</li> <li>• Take a key role in maintaining a room booking system</li> <li>• Be involved in the creation of technical Help sheets / user guides.</li> </ul> <p><b>Support for the Academy</b></p> <ul style="list-style-type: none"> <li>• Be aware of and comply with Academy policies and procedures relating to child protection, health, safety and security, confidentiality and data protection. Report all concerns to the appropriate person (as named in the policy concerned)</li> <li>• Contribute to the Academy ethos, aims and development/improvement plans</li> <li>• Appreciate and support the role of other professionals</li> <li>• Attend relevant meetings as required</li> <li>• Participate in training and other learning activities as required</li> <li>• Attend parents' evenings / open evenings as directed to ensure IT systems are operational</li> </ul>			

**Customer Care**

- To provide quality services that are what our customers want and need.
- To give customers the opportunity to comment or complain if they need to.
- To work with customers and do what needs to be done to meet their needs.
- To inform your manager about what customers say in relation to the services delivered

**Develop oneself and others**

- To make every effort to access development opportunities and ensure you spend time with your manager identifying your development needs through your personal development plan.
- To be ready to share learning with others.

**Safer Recruitment Statement**

**The Bishop Fraser Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

**All staff employed by the Bishop Fraser Trust are expected to:**

- uphold and promote the Trust's vision
- uphold and promote the Christian ethos of all schools in the Trust
- support and contribute to the achievement of all students academically and pastorally
- support and contribute to the Trust's responsibility for safeguarding all students
- undertake professional training to enhance personal development and job performance;
- Comply with all Trust and individual school policies and procedures including safeguarding, child protection, health, safety and security, confidentiality and data protection
- maintain high professional standards of attendance, punctuality, appearance, conduct and positive relationships with all pupils, parents/carers, colleagues, governors, trustees and members; treating everyone with dignity and respect
- share best practice, expertise and skills with others
- Seek to be positive and build up the common good through their own individual contribution to the life of their school
- Offer ideas and suggestions for making things better
- Engage actively in the appraisal and performance review process
- Seek to develop a better work/life balance
- Appreciate that whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified in this job description
- Work within the Trust and individual school's Health & Safety Policies to ensure a safe working environment for all staff and pupils.
- Follow any reasonable request from the Headteacher or SLT to undertake work of a similar level that is not specified in this job description.
- Be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Promote equality and celebrate diversity, seeking to reduce disadvantage, and to encourage aspirations and participation from people who might not otherwise join in.

This job description is current at the date shown, but following consultation with you, may be changed by the Headteacher or SLT to reflect or anticipate changes in the job which are commensurate with the salary and job title. It allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out. The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of employment.

**Last Updated:**

April 2024

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**The Bishop Fraser Trust, Stitch-Mi-Lane, Brightmet, Bolton, BL2 4HU**

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## PERSON SPECIFICATION

	IT Engineer Apprentice - CRITERIA	Essential / Desirable
<b>Work related circumstances – professional values and practices of The Bishop Fraser Trust</b>	High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements	E
	Ability to build and maintain successful relationships with students, treat them consistently, with respect and consideration and demonstrate concern for their development as learners	E
	Commitment to the Trust's Christian ethos and educational purpose, demonstrating and promoting the positive values, attitudes and behaviour they expect from the students with whom they work	E
	Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice	E
	Able to liaise sensitively and effectively with parents and carers recognising their role in student learning	E
	Able to improve their own practice through evaluations and discussion with colleagues.	E
	Flexible with an ability to be able to embrace and generate change	E
<b>Personal Qualities</b>	Self-motivated and personally resilient	E
	High levels of personal integrity, discretion, honesty, reliability and self-awareness	E
	Conscientious and diligent work ethic	E
	High standard of personal presentation with an excellent attendance and time-keeping record	E
	Exacting standards, with high levels of attention to detail and accuracy	E
	Patience, kindness and understanding	E
<b>Professional Dispositions</b>	Pro-active in using initiative	E
	The ability to meet and greet visitors, staff and students warmly, confidently and professionally, focussed on meeting customer needs and satisfaction	E
	Maintains a positive outlook at work	E
	Willingness to take a hands-on approach as necessary	E
	Flexibility, on occasions and within reason, in approach to working hours	E
<b>Qualifications</b>	Willingness and ability to complete Apprenticeship qualification	E
	English & Maths GCSE Grade A*-C or equivalent	E
	Willingness to participate in relevant training and development opportunities	E
<b>Experience Skills and Knowledge</b>	Ability to work effectively within a team environment,	E
	Ability to build effective working relationships with all students and colleagues	E
	Ability to promote a positive ethos and role model positive attributes	E
	Ability to follow instructions and work with the minimum of supervision	E
	Good personal numeracy and literacy skills	E
	Knowledge & keen interest in the internal workings of a computer	E
	Knowledge of Windows 10	E
	Keen Interest in learning new skills related to network management	E
	Customer Care - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users.	E
	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and help to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services and reduce disadvantage.	E
	Developing Self and Others - Ability to question, and request right training and development that links to the post, to seek opportunities that add to skills and	E

	IT Engineer Apprentice - CRITERIA	Essential / Desirable
	knowledge, to respond positively to opportunities that arise. And to support others' learning and share learning with others	
	Experience of working in a school environment	D
<b>Safeguarding of Children and Young People</b>	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	E