



Education
Partnership
Trust

High Expectations • Commitment • Ambition

Candidate Information Pack

ICT Apprentice

Education Partnership Trust





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I am delighted that you are considering a role within the EPT. The EPT was established in 2012 as a high performing multi academy trust and approved academy sponsor, that delivers the very best educational experience for our pupils within an ethos of collaboration and excellence.

The reduction of workload and the wellbeing of our colleagues are key priorities with Wellbeing Champions in each school and a designated trust lead.

Wishing you all the best with your application.



Sharon Roscoe
Chief Executive

Our Vision

Creating outstanding schools which transform learning, lives and communities

Our Values

High Expectations

of ourselves, our pupils and our school community

Commitment

we are dedicated to raising standards and improving opportunities

Ambition

we constantly strive to improve by setting ourselves challenging goals

Job Advertisement

Apprentice IT Technician

Hours:	37 hours
Weeks Worked:	52 weeks (all year round)
Start Date:	ASAP
Salary:	National Minimum Wage for Apprentices

An exciting opportunity has arisen for an Apprentice IT Technician to join the Central team at the Education Partnership Trust.

If you are experienced, enthusiastic, open to new ideas and have a flexible 'can do' approach, we would welcome an application from you.

The Job:

As an IT Technician Apprentice, you will embark on a comprehensive training program designed to equip you with the knowledge and skills required to provide technical support and maintain computer systems within our organisation. This apprenticeship opportunity offers valuable hands-on experience and mentorship, enabling you to develop a strong foundation in IT support while working towards a professional qualification. You will work closely with our IT team to deliver efficient and effective IT services, troubleshoot issues, and contribute to the overall success of our technology infrastructure.

What are the job requirements?

- 5 GCSE's grades 5 to 9 including English and Maths.
- A keen interest in technology and a desire to pursue a career in IT support
- Excellent problem-solving and analytical skills with attention to detail
- Strong communication and interpersonal skills, with the ability to work effectively as part of a team.
- Basic understanding of computer hardware, operating systems, and common software applications.
- Ability to learn new technologies quickly and adapt to changing environments.

Amongst the many benefits of working within the Trust you will receive:

- Healthcare cash back plan provided free by the Trust includes optical, dental, physio, diagnostics, health assessment, NHS prescription charges, hospital cover, discounted gym memberships plus lots more.
- 6 sessions of free counselling including CBT, wellbeing and bereavement.
- Cycle to work scheme.
- Electric Car Scheme (Salary Sacrifice).
- Access to government pension schemes.
- Free parking.
- Training and development opportunities.
- Personal development and promotion opportunities across the Trust.
- Trust wide focus on staff wellbeing.
- Trust wide Intranet to share knowledge and resources.

Safeguarding

The Education Partnership Trust is committed to ensuring the highest levels of safeguarding and promoting the welfare of children and young people, and we expect all our staff and volunteers to share this commitment.

The post you are applying for is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). All offers of employment are subject to an enhanced Disclosure and Barring Service (DBS) check, references, an online search, and where applicable, a prohibition from teaching check will be completed.

Education Partnership Trust is also committed to promoting equality, challenging discrimination and developing community cohesion. We welcome applications from all sections of the community.

Incomplete application forms will not be shortlisted, if you need to discuss a reason for being unable to complete a section, please contact the recruitment team HR@ept-uk.com.

Applications for this exciting post are to be made through <https://ept.face-ed.co.uk/vacancies>

Job Description:

Apprentice IT Technician

Reports to: Head of IT

Grade: Apprenticeship

Job Purpose

- To provide ICT technical support across the Trust and its schools.

Key Responsibilities and Accountabilities

- Provide technical support: Assist in diagnosing, troubleshooting, and resolving hardware and software issues faced by users, ensuring minimal disruption to their workflow.
- Hardware and software maintenance: Assist in the installation, configuration, and maintenance of computer systems, including operating systems, applications, and peripheral devices.
- IT infrastructure management: Support the setup and maintenance of network infrastructure, including switches, routers, and wireless access points.
- User account management: Assist in creating, modifying, and disabling user accounts, ensuring proper access permissions are maintained.
- Helpdesk support: Respond to IT support requests, log incidents, and follow up on pending tickets, providing timely and effective solutions to end-users.
- Documentation and reporting: Maintain accurate records of IT assets, service requests, and technical documentation, contributing to knowledge management and continuous improvement.
- IT projects and upgrades: Support the implementation of IT projects, including hardware or software upgrades, system migrations, and new technology rollouts.
- IT security: Adhere to security policies and assist in the implementation of security measures, including user awareness and compliance.
- Collaborate and learn: Work closely with the IT team, collaborating on projects, sharing knowledge, and learning from experienced technicians in the field.
- Professional development: Engage in ongoing training and self-study to enhance technical skills and knowledge, actively working towards achieving industry certifications.
- The post holder is required to support and encourage the ethos and objectives, policies and procedures of the Trust and each academy as agreed by the Board of Directors and Local Governing Bodies.
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.
- This job description is not necessarily a comprehensive definition of the post. It will be

reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder.

Note:

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Trust may affect any necessary change in job content or may require the post holder to undertake other duties, at any location in the Trust's service, provided that such changes are appropriate to the employee's remuneration and status. As a term of your contract of employment, the Trust reserves the right to vary your hours of work and require you to work outside the range of your "typical working arrangements" specified in your Statement of Particulars. The Trust reserves the right at its discretion to affect this condition of your employment. Should this be necessary you will be given reasonable notice of any proposed changes.

Person Specification

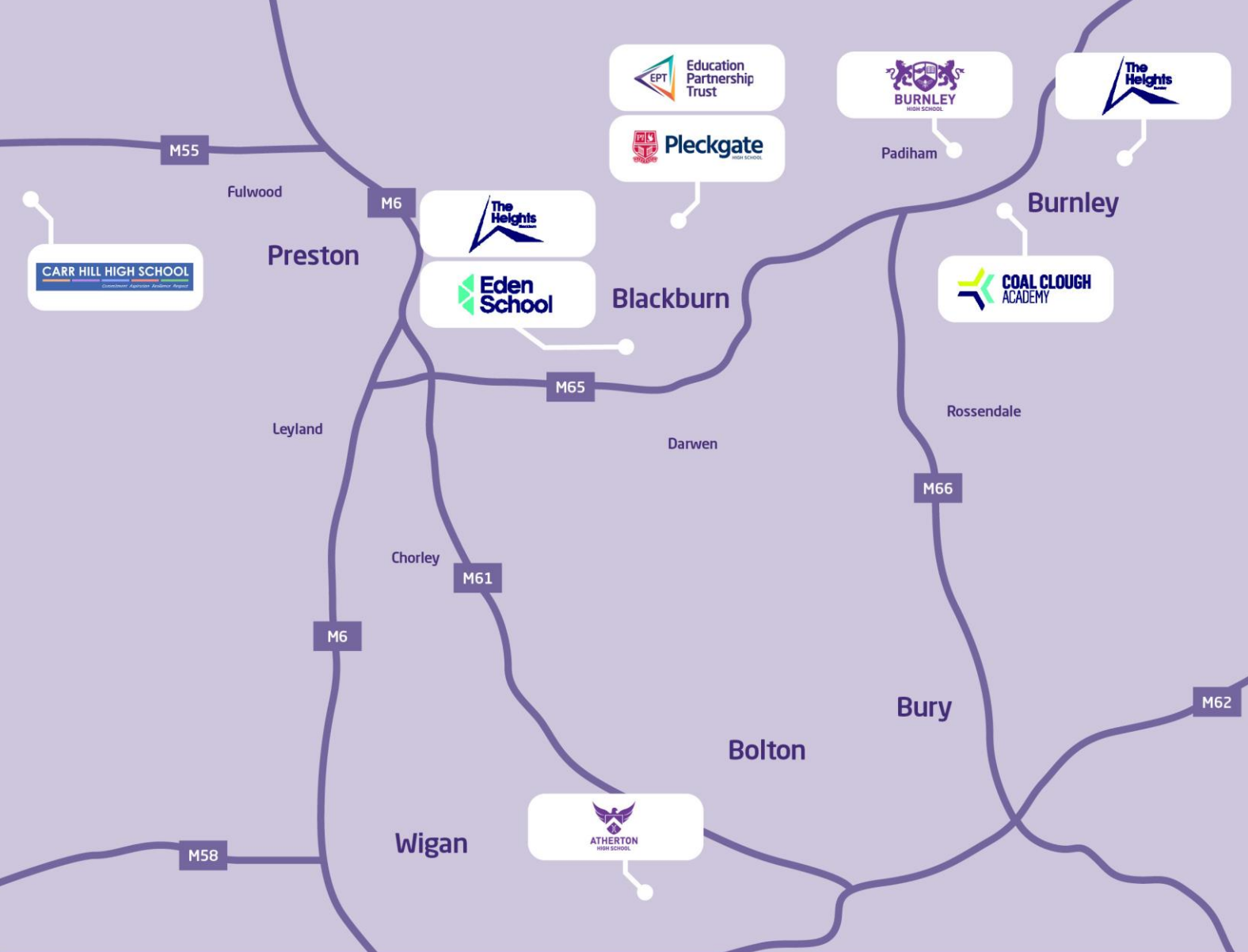
Apprentice IT Technician

Reports to: Head of IT

Grade: Apprenticeship

No	CATEGORIES	Essential/ Desirable	Assessed by:	
			App For m	Intervie w /Task
QUALIFICATIONS				
1.	5+ GCSEs grades 5 to 9 including English and Maths	E	✓	
2.	A keen interest in technology and a desire to pursue a career in IT support	E	✓	
EXPERIENCE				
3.	Experience of Microsoft suite and Office 365	D	✓	
5.	Previous IT experience: any prior experience or exposure to IT support, computer systems, hardware/software troubleshooting, or any relevant technical roles.	D	✓	
6.	Experience of supporting audio and visual and other classroom technologies.	D	✓	
8.	Experience of building and maintaining ICT equipment.	D	✓	
KNOWLEDGE, SKILLS and COMPETENCIES				
7.	Excellent problem-solving and analytical skills with attention to detail	E	✓	✓
8.	Familiarity with networking concepts and protocols	D	✓	
9.	Strong communication and interpersonal skills, with the ability to work effectively as part of a team.	E	✓	✓
10.	Basic understanding of computer hardware, operating systems, and common software applications.	E	✓	

13.	Ability to learn new technologies quickly and adapt to changing environments.	E	✓	
12.	A commitment to delivering high-quality customer service and a positive user experience	E	✓	
13.	Enthusiasm for, and the commitment to, the development of ICT within schools.	E	✓	
PERSONAL QUALITIES				
15.	Commitment to the values of the school, particularly to raising student achievement.	E	✓	
16.	Team player and excellent interpersonal skills with a good level of networking expertise.	E	✓	
17.	Willingness to work flexible hours as required.	E	✓	
18.	To be committed to safeguarding and promoting the welfare of children and young people and follow the safeguarding policy.	E	✓	



Contact



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