Apprenticeship Vacancy

Daily duties	Provide first and second-line ICT and Audio Visual (AV) support to staff and students in relation to hardware and software problems. This will involve answering queries and resolving issues on the phone, by email and face-to-face. Typical issues would be: "I can't get this laptop to display through the projector", "We can't hear any sound when playing a DVD", "My account has locked out", "The printer has an error message and won't print", "I need some help with editing a video we are making".
	Assist the Network Manager with day-to-day management of the school network and in dealing with a range of ICT issues.
	Work to a schedule to provide hardware and software maintenance of ICT equipment around the school (training provided) and assist with deployment of new equipment and software.
	Manage a loan system for centrally held ICT and AV equipment.
	Assist in delivering ICT guidance to parents.
	Compile a portfolio of evidence in support of the NVQ and associated qualifications in IT to be completed within the timescales for the level of study.
	Produce documents/spreadsheets to support the above duties.
	Ensure that all activities comply with school policies.
	Carry out any other reasonable requests from the Headteacher which are commensurate with the grade of the post.
Skills Required	Good knowledge of Microsoft operating systems, Office software, internet technologies (including TCP/IP) and multimedia applications.
	A basic knowledge of Apple OS X would be an advantage.
	Good ICT troubleshooting and support skills.
	Good knowledge of hardware: computers, printers and other peripherals and how to get them functioning.
	Good knowledge and understanding of e-safety and data protection procedures.
	Good verbal and written communication skills; listening carefully and responding clearly, in-line with school policies.
	Good team player.
	Always working in line with school policies.

Personal Qualities Required	We are looking to appoint an IT Apprentice who is enthusiastic, trustworthy, reliable, enjoys working in a small team, is able to use their own initiative, is capable of working very accurately and is keen to learn and apply new skills. Whilst an understanding of autism and special educational needs is not required it would be beneficial for the candidate to be able to adapt their own communication skills to meet the needs of pupils.
Qualifications Required	A minimum of 5 GSCE grade C passes, (including Maths and English). Educated to 'AS' level standard or higher in computing / IT.
No. of positions available	1
Future Prospects description	We envisage the successful applicant will have a much enhanced CV following this apprenticeship year.
Additional Training to be provided, if any	Ravenswood School is committed to the professional development of all staff.