

Digital and IT Support Apprentice

ROLE INFORMATION PACK

Department: **Trust Central - Digital, IT and Data Services**
Application deadline: **23 August 2024, 10am**
Enquiries email: **recruitment@lct.education**
Applications to: **recruitment@lct.education**

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Welcome

Thank you for your interest in the role of Digital and IT Support Apprentice for the trust.

This is an exciting time to join our local and community focused trust. The trust operates out of our head office in Priorslee – known as Trust Central. The trust is expanding its central team, to deliver the best service and support to all our academies, and this role plays a vital part of the journey.

The trust recognises the importance of its digital, IT and data systems, and is heavily investing in maintaining and upgrading systems. It is vital that the trust has a strong team who can support users across the trust to use, standardise, and manage these business-critical systems.

This role is more than just an IT support role, you will be welcomed into a warm environment, where digital and IT development are being driven to improve the access to technology and the IT service across the trust.

You will be working with employees throughout all our academies, at all levels, from our executive team to teachers, and support staff as well as supporting our students. Throughout, you will have access to the Digital Innovator and Technical Lead as your line manager and internal mentor, alongside access to all the trust's technicians, and broader awareness through Telford & Wrekin Council's IDT team.

You will be given time to invest in your own personal development around monitoring and filtering, as well as support with the promotion, and implementation of extremely robust monitoring and filtering through the Senso product suite.

I am confident that the successful candidate will find tremendous support within the Learning Community Trust, where collaboration, innovation and continuous improvement are fundamental principles. We are excited to welcome a new member to our growing Digital, IT and Data Services team, knowing that their passion and expertise will contribute significantly to the ongoing success of our trust community.

This role has been made possible by co-funding of 50% salary by Senso, as they are committed to developing the IT workforce of the future.

Best wishes

Simon Badley

Digital Innovator and Technical Lead



Learning
Community Trust



About the apprenticeship

Overview

The apprenticeship training provider will be **Telford College**, with the apprenticeship being the **Level 3 Apprenticeship Standard: Information Communication Technician**.



The apprenticeship programme is estimated to be 18 months long, then your end point assessment. The trust will release you for 1 day per week (during term time) to attend the college for face to face delivered sessions to support you to working towards passing the knowledge requirements of the course.

The apprenticeship programme will train you to deliver efficient operation and control of the IT and/or telecommunications infrastructure, either on-premises or to end-users remotely.

Telford College works with the the trust to create a specific development plan to meet the apprenticeship standards which the apprentice is expected to work towards. Whilst working to the plan in the workplace the apprentice will track the journey mapping to the require standards showing valuable knowledge, skills and practical experience gained. Alongside an off the job record highlighting all the learning that has taken place, such as CPD and online training. Apprentices are supported by a computing tutor whilst at college.

Assessment in the workplace and with regular reviews between the employer, tutor and apprentice to discuss progress and achievements. When the apprenticeship standard, knowledge requirements, portfolio, and off the job learning hours has been completed apprentices move to gateway. This is where the employer confirms competency and a project is set for the apprentice to complete ready for end point assessment. A project report is created by the apprentices and submitted to the end point assessment for grading. Following the submission a discussion takes place to confirm competency and is graded.

For further information about the apprenticeship programme, please contact the apprenticeship team at Telford College by emailing apprenticeships@telfordcollege.ac.uk or call 01952 642452.

Co-funded

The Learning Community Trust are fortunate to have companies throughout the UK supporting us to run programmes like these. This apprenticeship for the duration, is co-funded by 50% by Senso.



The trust already heavily invests in Senso across all our academies, but this partnership shows how invested Senso are in supporting multi-academy trusts to bring in fresh skills, people who have a passion for IT, supporting their understanding of the requirements of filtering and monitoring to meet the safeguarding requirements.

Senso are a cloud-based device monitoring and management platform, offering an all-in-one software for network, classroom, safeguarding, and asset management. Perfect for managing and monitoring Windows, Chrome, macOS and iOS devices from a centralised web portal.

Responsibilities cont...

- Deploy and install a range of IT and digital assets across campus
- Support to update and maintain the asset register for campuses, informing the Digital Innovator and Technical Lead timely, where replacements for unusable assets are needed or where assets are becoming end of life
- Work with the trust's Digital Innovator and Technical Lead, and network teams to ensure that device/web filtering and device monitoring is deployed, and its importance in line with statutory guidance Keeping Children Safe in Education and Working Together to Safeguard Children is maintained
- Champion the potential of the Senso package to ensure the trust and its academies are fully utilising the package to innovate teaching and learning, and active safeguarding measure
- Support with the development of 'how to' guides in a mix of mediums to support, staff, students and parents/carers
- Support with implementation of new staff induction, expected use of trust equipment, login on for the first time etc
- Issuing of new staff ID badges, in line with trust policy
- Support with managing the printing device service, ensuring the toner delivery monitors are working as expected, and fitting 'user changeable parts' for the campus
- Nurture a positive relationship with key personnel to understand what their technology requirements are, from primarily non-technical minded people

Person specification

QUALIFICATIONS AND EXPERIENCE

- GCSE in English and maths at 4/C or above/Level 2 functional skills English and maths pass (essential)
- Hold a current, valid driving licence and have access to a vehicle to travel between academies (essential)
- GCSE/Level 2 in information technology/computer science (desirable)

SKILLS AND KNOWLEDGE

- Ability to work independently and take responsibility for maintaining productivity (essential)
- Basic knowledge of the Microsoft application stack (M365, Office, Teams, OneDrive, SharePoint etc) (essential)
- Customer Service focused, and capable of comfortably working in a fast-paced team-oriented, and self-motivated environment (essential)
- Enthusiasm and passion for information technology and new/emerging technologies (essential)
- Resilient and positive mental attitude when dealing with difficult situations (essential)
- Maintains thorough and organised approach when working on issue troubleshooting and resolution (essential)

Role details

Department:	Digital, IT and Data Services
Place of work:	Trust Central and field based
Reporting to:	Digital Innovator and Technical Lead
Tenure:	Fixed term for duration of apprenticeship
Hours:	37 hours, full year
Salary:	£18,000 pa

Additional information

We are committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to DBS checks along with other relevant pre-employment checks.

How to apply

The deadline for application is outlined on the cover of this role information pack. If you would require further information about the role, or would like to have an informal discussion, please email recruitment@lct.education.

Please apply through the Government find an apprenticeship website, Telford College will then advise you to complete a LCT application form.

