



Holy Family Catholic Multi Academy Trust

Job Description

Job Title:	Apprentice IT Technician
Location	HFCMAT - St John Plessington Catholic College
Responsible To:	IT Manager
Responsible for	N/A
Salary Grade:	Apprentice rate of pay
Contract:	36 hours per week, 52 weeks per year, holidays agreed outside of term time

Key Purpose of Job

To support the IT Manager in the delivery of the IT service for St John Plessington Catholic College, responsible for the operational IT service tasks. Providing clear and consistent guidance and professional support to the Schools.

Key Responsibilities of the Post

First Line Technician:

The First Line Technician is the initial point of contact for users experiencing IT issues. Their main responsibilities include:

1. Providing basic IT support and a friendly initial response.
2. Logging and tracking support tickets, including all phone calls.
3. Diagnosing and resolving simple issues.
4. Escalating unresolved or more complex issues to the second line technician.
5. Resetting passwords on user accounts.

Escalation to Second Line Technician (Network Manager):

If a first line technician is unable to resolve the issue due to its complexity or if it requires more specialised knowledge, they escalate the issue to the second line technician (network manager). The first line technician should provide as much information as possible, including describing any steps that they have already taken.

The second line technician must log that the issue has been escalated to them and update the relevant ticket with any progress.



Second Line Technician (Network Manager):

The Second Line Technician also serves as the Network Manager, acting as the internal coordinator for school IT while handling escalated issues from the First Line Technician. Their main responsibilities include:

1. Working with the HR/data team to ensure that only appropriate accounts are active on both the local network and cloud services.
2. Ensuring that there are no more active administrative accounts than is necessary.
3. Helping to maintain strong password security across the network.
4. Monitoring web filtering, anti-virus, and any additional monitoring software that does not conflict with safeguarding procedures.
5. Maintaining the school's wired and wireless network and ensuring they are only available to authorized users.
6. Conducting regular audits and health checks of on-site resources.
7. Applying updates to on-site hardware and software.
8. Handling more complex issues, such as software installations, hardware faults, and system/server configuration problems.
9. Escalating issues to 3rd line support when deeper technical expertise or system changes are required.
10. Documenting resolutions and maintaining a central knowledge base with troubleshooting guides and solutions. This includes the secure storage of administrative passwords.
11. Understanding curriculum needs and working with SLT to ensure that IT is appropriately maintained and prepared for these purposes.
12. Working with safeguarding leads to address online safety concerns.

Escalation to Third Line Technician:

If the second line technician is not able to resolve the issue then it can be escalated to hi-impact who will act as third-line support and attempt to either resolve the issue immediately or project manage more long term solutions.

Third Line Technician (hi-impact):

The third line technician handles issues that are escalated by the second line technician. Their main responsibilities include.

1. Troubleshooting advanced and critical issues, including network failures, server outages and deep-rooted software bugs.
2. Performing system administration and configuration changes and managing infrastructure components, such as servers and networking equipment.
3. Engaging in problem management and root cause analysis, to identify recurring issues and implement long-term fixes.



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4. Supporting IT projects and implementations, including system upgrades, migrations, security enhancements and major IT changes.
5. Ensuring that all solutions are compliant with MAT IT strategy, DfE, Ofsted and cyber-security standards.

Updating Tickets:

Tickets should be consistently updated by the appropriate technician and school staff should respond promptly to any requests for additional information. This ensures that all relevant details are centralised, allowing the IT department to work from a unified timeline with accurate, up-to-date data. This also allows technicians to passively share knowledge about how issues are resolved.

Closing Tickets:

Tickets should be closed when a solution has been successfully established and implemented or when the issue has been escalated to its furthest point and can go no further. Outstanding issues that require further authority or intervention should be escalated to the MAT by hi-impact, if appropriate.

Technicians should always provide a closing note to explain why the ticket has been closed.

If a ticket does not receive a response from a user within 10 working days and has not been put on hold for a particular reason then technicians should close the ticket, notifying the user that it is due to inactivity. The ticket can be reopened by the user if appropriate. This helps to keep the service desk clear and concise.

Working Environment & Conditions of the post

Normal office environment

Other Duties

- a) To undertake additional duties as required, commensurate with the level of the job.
- b) To contribute to the effective working of the HFCMAT.
- c) Maintain positive, professional relationships with students, parents / carers and teachers.
- d) To participate in induction training, staff review processes and professional development opportunities.
- e) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- f) The Trust operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Trust buildings, enclosed spaces within the curtilage of buildings, and School vehicles.
- g) The post-holder will be expected to have an agreed working pattern to ensure that all relevant functions are fulfilled.
- h) The post-holder is expected to familiarise themselves with and adhere to all relevant Trust Policies and Procedures.



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- i) The post-holder must comply with the Trust/School's Health and Safety requirements specifically for the school they are based
- j) The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether "spent" or "unspent". Criminal convictions will only be taken into account when they are relevant to the post.



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Person Specification

Area	Job requirements	Essential/ Desirable	Evidence
A. Qualifications and Professional Development	GCSE English and Maths (grade C or above) or equivalent.	E	A, C
	Willingness to identify and take part in relevant self-development opportunities	E	A, C, I
B. Experience			
C. Knowledge/ Skills	The ability to adapt to both varying tasks and those of a routine nature.	E	A, I
	The ability to absorb information readily and speedily and work under pressure.	E	A, I
	A good team player with good interpersonal skills and the ability to work effectively as part of a growing organisation.	E	A, I
	The ability to respond effectively and build good relationships with staff, outside agencies, and key stakeholders	E	A, I
	Excellent level of written and verbal skills.	E	A, I
	Ability to exercise discretion and maintain confidentiality.	E	A, I
	Excellent organisational skills with the ability to multitask.	E	A, I
	Ability to use initiative and work independently.	E	A, I
	Good IT skills, in particular Excel, Word and email	E	A, I
D. Other Conditions	Satisfactory pre-employment checks including DBS	E	C

Key to Evidence:



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A – Application Form & Letter

C - Certificates

I – Interview

R - Reference