

JOB DESCRIPTION

POST: Cloud Services Apprentice

GRADE: £9.18 per hour

Hours: 37 hours full time

REPORTS TO: Cloud Services Specialist

Duties and responsibilities:-

- To support in the management of the Microsoft 365 Service
- To support the provisioning of users using our custom-built provisioning tool
- To support the security maintenance of the Microsoft 365 Service
- To help onboard schools into the Cloud based environment
- Resolve support tickets or distribute tickets to the appropriate team member
- To create and maintain user accounts
- To create and maintain security groups
- To create and maintain SharePoint sites
- To create and maintain Teams
- To maintain our custom-built provisioning tool
- To maintain the services via Microsoft PowerShell
- To maintain security on the Microsoft 365 service
- To assist with any migrations
- To help maintain our Central Teams devices / services
- To maintain our cloud-based phone system
- To assist schools with the setup of devices within Intune
- To assist with the creation and maintenance of device policies
- To help deploy software
- To provide support to the schools technicians with the cloud based services
- To assist in the creation of new office 365 environments
- To help test and deploy new cloud-based services
- To assist with the auditing the cloud-based services

Such other duties as may be appropriate to achieve the objectives of the post or to assist the Trust in the fulfilment of its objectives commensurate with the post holder's salary grade, abilities and aptitudes.

Any changes arising will take account of salary and status. They will also be subject to discussion and individuals or sections affected and with appropriate trade unions.

The Shireland Collegiate Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.