

The Maplesden Noakes School

Job Description

Job Title:	IT Support Apprentice
Reports to:	IT Support Manager
Salary:	£14,567 per annum (Apprenticeship Rate)
Hours:	37 hours per week (8am-4pm Monday to Thursday, 8am-3.30pm Friday)
Duration:	Fixed-term 2 academic year contract

Job Profile: As an IT Support Apprentice, you will play a key role in providing first-line technical support to students and staff, ensuring the smooth operation of the school's new Student Laptop Scheme. This is an excellent opportunity to gain hands-on experience in an educational IT environment while working towards a Level 3 IT Solutions Technician qualification.

Key Responsibilities:

First Line Support:

- Act as the first point of contact for IT support requests via the helpdesk, telephone, and walk-in queries.
- Log and create helpdesk tickets for all support requests, ensuring accurate record-keeping.
- Provide basic troubleshooting for hardware, software, and network issues.
- Escalate complex issues to senior IT staff where necessary.

Laptop Scheme Support:

- Manage the courtesy laptop system, ensuring devices are logged, tracked, and returned.
- Oversee the packaging and return process for faulty student laptops, liaising with external repair providers.
- Assist with the setup, imaging, and deployment of laptops.
- Support new staff and student inductions, ensuring smooth onboarding with IT systems.

Training and Development:

- Dedicate 1.5 hours per day to on-the-job training as part of the apprenticeship programme, within your regular working hours.
- Complete coursework, building a portfolio of evidence, and work towards the Level 3 IT Solutions Technician qualification.
- Attend any training sessions, workshops, or development activities required by the school or the apprenticeship provider.

Person Specification:

Applicants should have one of the following:

- Five GCSEs at grade 4 or above, including English and Maths
- One or more A Levels
- Level 2 qualification (apprenticeship or BTEC in a relatable subject),

- Relevant professional experience

You cannot have an existing qualification at the same level or higher than this apprenticeship in a similar subject.

Applicants should also be able to have:

- Effective communication and interpersonal skills with both adults and children.
- Able to work under pressure and use own initiative.
- Able to assess own capabilities and escalate to other members of staff as appropriate.

This job description is not designed to be an exhaustive list of duties and responsibilities, but represents the key areas of work. There will be additional duties and responsibilities implicit within the role. The content of this post will be reviewed in consultation with the post holder when necessary.

Signed :

Date :