

Apprentice Desktop Support Engineer

Full-Time, Full-Year, 2-Year Fixed-Term Contract

IT Department

Whitgift is one of Britain's leading independent boarding and day schools for boys aged between 10 and 18 years, with approximately 1500 pupils and over one hundred boarding or flexi-boarding pupils. It was founded in 1596 by Elizabeth I's last Archbishop of Canterbury, John Whitgift, and is the oldest school in Croydon. Whitgift enjoys facilities of outstanding quality, amongst the best available nationally, in a beautiful parkland estate in South Croydon with excellent links to London, Surrey and the south coast.

We are seeking to appoint an Apprentice Desktop Support Engineer to provide a first line support service for the School's complex networks, technical incidents and IT service desk customers. The successful candidate will have good organisational and problem-solving skills, along with excellent verbal and written English language. A positive attitude and the desire to develop knowledge through attending relevant courses and actively seeking to broaden existing skills is essential. You will be part of a small team, so the ability to work independently as well as part of a team is key to the role. A customer service background (or similar) and the ability to work to changing deadlines in a professional manner would be an advantage.

The Apprentice will be expected to undertake a Level 3 Infrastructure Technician Apprenticeship Standard course provided by Primary Goal Limited via supported distance learning and on the job training which is assessed over a period of approximately 15 to 18 months. You will be released from your duties for one day per week to complete the required virtual classroom modules. Subject to a suitable vacancy existing on the completion of your apprenticeship you may then be considered for a permanent position at Whitgift School.

OUTLINE OF POST:

Reporting to the Director of IT, the post holder will be required to remotely, manage and monitor client networks. This will include handling through to resolution level 1 and level 2 technical incidents, alongside providing proactive monitoring for their clients and providing a 1st Line reporting facility for all IT Service Desk customers.

MAIN DUTIES AND RESPONSIBILITIES:

The Apprentice Desktop Support Engineer will support complex IT networks. As the first line desktop support, your duties and responsibilities will be:

- First point of contact within the Service Desk for client telephony calls and walk in's
- Receive and own issues; enquiries and change requests for support from clients and prioritise these requests accordingly adhering to SLA's
- Perform basic troubleshooting and diagnosis for all issues using the technical resources and managements and monitoring tools available
- Ensure Incident Management procedures are followed
- Accurate and relevant logging of all customer requests and incidents using call logging software
- Attempt to resolve user issues before they require escalating
- Provide direct support for the teacher & learning process, as required in particular role or location in liaison with the Director of IT.

- To be able to successfully troubleshoot all aspects of the day to day use of the school network. This includes being able to:
 - Perform a wide range of hardware repairs and upgrades.
 - Detect, diagnose and resolve most PC, printer and peripheral device faults.
 - Follow instructions to install and upgrade client/server applications.
 - Identify application compatibility issues.
 - Install software and CDs on server, trouble-shooting installation.
 - Maintain hardware and software
 - Create network shares and manage access rights.
 - Note risks to IT systems and suggest precautions.
 - Follow extended maintenance procedures according to a defined schedule. Implement.
 - Ensure basic Health and Safety checks are carried out and escalate problems as required.
 - Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

- To manage day to day problems as they occur. This includes being able to:
 - Provide 1st line support for the entire Foundation network infrastructure
 - Discriminate between incidents and problems
 - Prioritise problems and work towards their solution
 - Record detailed diagnostic information
 - Manage and assign helpdesk tickets to relevant engineers

- To be able to work independently, to show initiative and to manage their own time. This includes being able to:
 - Provide occasional cover outside of school hours

- To be able to work closely with suppliers, to place orders and to manage delivery and implementation of goods (hardware or software).

- To be able to support all users in the appropriate use of IT. This includes being able to:
 - Identify software, hardware and working practices required to fulfil the functional specification as defined by school staff.
 - Document systems and procedures.
 - Set up AV equipment for meetings and assemblies

- To undertake training and exams that are required to be completed in accordance with your yearly personal development plan or apprentice program

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff and volunteers to share this commitment.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the School's commitment to high quality service provision.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

PERSON SPECIFICATION:

The following person specification indicates the essential and/or desirable skills and experience required for the role	Essential	Desirable
Right to work in the UK for the duration of the 2-year contract	✓	
5 GCSEs (with A*-C in English, Mathematics and IT)	✓	
IT qualification and experience		✓
Experience and knowledge of Active Directory, Exchange and Windows Server		✓
Knowledge of both general IT and H&S issues relating to work, both for self and all potential users		✓
A genuine interest in keeping up to date with IT development.	✓	
Commitment to own apprentice development program	✓	
A desire to develop knowledge and skills through attending relevant courses and actively seeking to broaden knowledge and skills relevant to responsibilities	✓	
A desire to maintain and extend personal expertise in specific areas of IT to provide appropriate advice and support.	✓	
A good level of written and spoken English appropriate to the context and audience	✓	
Strong communication skills	✓	
Good organisational and problem-solving skills	✓	
Reliability and Flexibility	✓	
Able to work effectively on their own as well as part of a team	✓	
Ability to keep calm under pressure and maintain high standards	✓	
A professional attitude with ability to be positive and enthusiastic	✓	
Excellent customer service skills		✓
Confident, highly motivated and enthusiastic		✓
Experience maintaining telephone systems		✓
Experience of working within an educational setting		✓
Experience of working with people of all ages		✓
Experience of training others		✓

FURTHER INFORMATION

All of our staff benefit from a competitive remuneration package, including:

- 25 days' holiday to be taken during school holiday periods (for full-year posts), pro rata for part-time or fixed-term positions
- Membership of a generous money purchase pension scheme for all support staff which includes 3 x salary life assurance cover
- Free access to an Employee discount Club, which offers discounted rates on a range of products and services, including insurance, holidays and travel, fashion and retail
- Discounted school fees for permanent staff working at, or for, the Foundation Schools
- Discounted off-peak membership at our onsite gym, Nuffield Health
- Membership of the Simply Health Cash Plan Scheme, which gives financial support towards the cost of optical, dental and medical costs as well as a free 24 hour advice line for all staff
- A range of family-friendly benefits including enhanced maternity pay and childcare vouchers
- Season ticket loan
- Onsite parking
- Lunch is available onsite during term time

CONDITIONS OF SERVICE

This position is offered initially as a full-time, full-year, 2-year fixed term contract.

The Apprentice Desktop Support Engineer will work 5 days per week. The hours are 8.00am to 5.00pm (40 hours per week) with a one-hour unpaid lunch break. There will be an occasional requirement for flexibility with start and finishing times to meet the needs of the department or for school events throughout the year. Any changes will be mutually agreed in advance with your line manager.

As part of the apprenticeship you will be required to register with Primary Goal Limited and complete the Level 3 Infrastructure Technician Apprenticeship Standard course, which is anticipated will take approximately 15 to 18 months. On the completion of the course you will receive a Level 3 Infrastructure Technician qualification as well as MTA and ITIL certification. Failure to meet the course requirements will result in the termination of the apprenticeship and employment with the Whitgift Foundation. Subject to a suitable vacancy existing on the completion of your apprenticeship, you may then be considered for a permanent position at Whitgift School.

The salary for this post will be the National Minimum Wage (rising scale dependent on age, current maximum of £7.70 per hour for up to 24-year olds) or the National Living Wage (currently £8.21 per hour for candidates who are over 25 years old).

We welcome applications from all parts of our community as we aspire to attract staff that matches the social and cultural diversity of our student intake.

To apply, please visit www.whitgift.co.uk/vacancies. For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at SchoolHR@whitgift.co.uk.

Applications will be reviewed daily and we invite interested candidates to apply as soon as possible. Interviews may take place at any time prior to the closing date.

Closing date: Midnight on 1 December 2019.

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British Nationals are eligible to work in this country. Therefore any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal practice for the School to ask for original qualifications and professional membership documents as detailed on their application.

Whitgift School is committed to safeguarding and promoting the welfare of young people, and applicants must be willing to undergo safeguarding and child protection screening including checks with past employers and the Disclosure & Barring Service.

November 2019