



Mill Hill
EDUCATION GROUP

1st Line IT Support (Apprentice) Candidate Information Pack

Instilling values, inspiring minds

INTRODUCTION

IT Support technician providing 1st line of support on computers, basic network, active directory, maintenance, and AV. Work alongside the 2nd line of support, IT Support Manager, System Architecture and project management team to provide bespoke application support and delivering tasks for projects on time.

Closing date for applications: 9:00am on Friday 3 January 2025.

The School reserves the right to interview candidates ahead of the closing date and applications will be considered as they are received.

Key facts about the role:

Contract Type

FULL TIME,
40 HOURS A WEEK

Hours

8AM – 5PM WORKING HOURS

Benefits

PENSION
ON SITE GYM
FREE PARKING

Holiday

25 DAYS ANNUAL LEAVE PLUS
STATUTORY BANK HOLIDAYS,
PLUS AGREED DAYS OVER
THE CHRISTMAS AND NEW
YEAR PERIOD

Salary

COMPETITIVE

Location

MILL HILL SCHOOL

Mill Hill Education Group

A charitable collection of independent schools. Its aims of instilling values and inspiring minds has been a key focus since the founding of Mill Hill School in 1807. All schools share an educational philosophy around developing thoughtful and responsible pupils with a global outlook. School life combines academic rigour with a breadth of opportunities to develop young people able to flourish in an ever-changing world.



Job Description

Responsibilities:

- Respond to and resolve IT support requests from staff via the IT helpdesk system or in-person
- Troubleshoot hardware and software issues on desktops, laptops, tablets, and other devices
- Assist with the setup and maintenance of user accounts, passwords, and permissions
- Perform routine maintenance and updates on IT equipment and software
- Document and track all support requests and resolutions in the IT helpdesk system
- Set up, operate, and maintain audio-visual equipment for classrooms, assemblies, and events
- Provide technical support for interactive whiteboards, projectors, sound systems, and other AV equipment
- Assist with the installation and configuration of new AV equipment
- Manage and support the school's telephony system, including VoIP phones and related hardware
- Troubleshoot and resolve telephony issues, ensuring minimal disruption to communication
- Assist with the setup and configuration of new phone lines and extensions
- Maintain and update telephony system documentation and user guides
- Maintain an inventory of IT, AV, and telephony equipment and supplies
- Collaborate with the IT team on projects and initiatives to improve the school's technology infrastructure
- Stay updated on the latest technology trends and best practices in IT, AV, and telephony support



Personal Specification

- Friendly and approachable demeanour
- Patient and supportive, with a focus on customer service
- Willingness to learn and adapt to new technologies



How To Apply

1

If you would like to apply for this role, please complete an application using the Apply button below.

APPLY

2

Our Guidance Notes for Applicants can also be found on the portal. Please complete the application by **9.00am on Friday 3 January 2025**.

Please note that we are unable to accept applications unless they are made on our own application form. Due to the large number of applications the School receives, please be aware that only shortlisted candidates will be contacted to be invited for an interview.

The Mill Hill Education Group reserves the right to interview candidates ahead of the closing date and applications will be considered as they are received.

The Mill Hill Education Group is committed to safeguarding the welfare of children. As part of our Recruitment Checks, the appointed candidate will be subject to a Social Media and Enhanced DBS Check.

The Education Group apply for an Enhanced Disclosure from the Disclosure and Barring Service (DBS) for all positions at the schools which amount to regulated activity. The role you are applying for meets the legal definition of regulated activity with children.

If you are successful in your application you will be required to complete a DBS Disclosure Application Form. Employment with the schools is conditional upon the schools being satisfied with the result of the Enhanced DBS Disclosure. Any criminal records information that is disclosed to the schools will be handled in accordance with any guidance and/or code of practice published by the DBS. It is an offence for person barred from working with children to apply for this post.

The Mill Hill Education Group is committed to Equal Opportunities and welcomes applications from all sections of the community. Any offer of employment will be subject to satisfactory DBS checks and the production of documentary evidence showing your entitlement to work in the UK.

Successful applicants will also be expected to keep up to date with annual safeguarding training, DfE guidance and School specific safeguarding information.



Instilling values,
inspiring minds.



The Mill Hill Education Group is the brand name for The Mill Hill School Foundation.
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