

JOB DESCRIPTION

Job Title:	IT Apprentice (fixed term)
Responsible to:	Head of Infrastructure & Technical Support
Job Purpose:	To help provide a quality support service to computer network users, in accordance with college policies.

A. SPECIFIC ROLE RESPONSIBILITIES

The IT Technician Apprentice will work as a member of the Information and Technical Services Directorate. With training and supervision over the course of the apprenticeship, the successful candidate will learn and develop the skills and knowledge to enable them to perform the following:

1. To assist in ensuring the efficient operation of the College Information Technology and Technical systems.
2. To assist in the support of staff and students using the college computer network and ancillary systems.
3. To assist in the installation and maintenance/repairs of hardware (desktops, laptops, tablet devices, smartphones, WIFI, network hardware)
4. To assist in installation, maintenance and updates on current and new software
5. To help maintain and update hardware and software databases and inventories
6. To assist with the administration and security of network accounts (user profiles, permissions, access control, email)
7. To support the use of technology throughout the college, ensuring that all IT hardware and rooms are maintained to a safe standard by completing regular checks and updates
8. To liaise with maintenance agencies, where necessary, and suppliers of hardware and software.
9. To assist in the loaning of IT hardware to departments, staff and students
10. To assist in the maintenance and support of core aspects of the work of the department:
 - i. Helpdesk – logging, responding and resolving of IT Support requests
 - ii. Follow IT Helpdesk processes, policies and procedures
 - iii. To assist with the purchasing of consumables, equipment, software and services

- iv. Maintain safe keeping of master copies of software licences and reported uses
- v. Creation of IT Support documentation for Knowledge based articles

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Head of Infrastructure and Technical Support to carry out appropriate duties within the context of the job and skills.

B. GENERAL RESPONSIBILITIES OF ALL STAFF

All College employees are expected to:

- Maintain their own continuing professional development and attend meetings, training and conferences, as required.
- Maintain discretion and confidentiality.
- Comply with all College policies and procedures particularly the Code of Professional Conduct, Health & Safety, Safeguarding, Equality Policy and Procedures.
- Positively promote and represent the College both internally and externally, particularly within the local community.
- Proactively assist in the management of students and visitors throughout the College.
- Effectively use IT systems and further enhance IT skills in order to continually develop efficient ways of working.
- Liaise with other departments/faculties and members of staff, as appropriate.
- Participate in College events, as required.
- Carry out other duties commensurate with the grade and general nature of the post under the direction of the Principal or any other designated manager of the College.

PERSON SPECIFICATION

The College regards the following as important criteria and will look for evidence that applicants meet as many as possible:

C. QUALIFICATIONS

1. Good standard of general education, 5 GCSE's grades 9-4, including Maths and English Language.
2. An IT qualification would be advantageous.
3. To be considered for Admissions into the Apprentice Training Programme, you must possess a qualification in IT Technology, or 2 A levels in science or technology and GCSE passes in English/Maths (minimum grade 4).

D. EXPERIENCE

1. A keen interest, or some experience in working in IT Support
2. Working or having worked in a customer focused role would be advantageous.

3. An interest in working in a busy environment which has a range of people, but young people as the prime focus
4. Problem solving and workflow management
5. Strong organisation skills with attention to detail

E. KNOWLEDGE AND AWARENESS

1. Microsoft office proficiency – O365 (word, excel, powerpoint, email)
2. An awareness and/or understanding of safeguarding processes and procedures.
3. Understanding of issues relating to equality, diversity, health and safety and the safeguarding of young people

F. SKILLS

1. Excellent written and verbal communications skills, in particular the ability to communicate information to others, with effective listening skills and the ability to consult at a face-to-face level on a wide range of issues.
2. Excellent administrative, recording keeping, organisational and IT skills, particularly Word and Excel.
3. Excellent interpersonal skills in order to develop and manage relationships with a diverse range of people internally and externally with tact and diplomacy.
4. The ability to work under pressure and be flexible.
5. Innovative, resourceful, creative with the ability to achieve the highest levels of quality and performance.
6. An ability to take responsibility for several tasks, while remaining calm and coping effectively with a high workload and many priorities and seeing these through to completion within agreed timescales.

G. PERSONAL QUALITIES

1. Must be willing to complete an IT Level 3 or Level 4 Qualification by attending college/training provider, one a day a week
2. Successful candidate will be enrolled Level 4 IT Programme – HND Network Engineering.
3. A willingness to be trained on specialist software and hardware in order to fulfil the role.
4. A willingness to learn the relevant guidelines and regulations, and college procedures and systems, and to apply them effectively in the role.
5. High levels of emotional intelligence with evident sensitivity to the needs of students, staff and key stakeholders.
6. High levels of emotional resilience, positivity and drive.
7. Strong intellectual powers and the ability to be reflective.
8. Personal and professional integrity, which includes: having a good work ethic, high levels of personal integrity and professionalism, the ability to undertake work of a discreet nature, handle difficult situations with tact and diplomacy and have complete respect for confidentiality.
9. Passionate about teaching, learning, quality improvement and the wider Sixth Form College experience.
10. To work collaboratively and constructively as a member of a team and to support colleagues as required.
11. A proactive approach demonstrating an openness to change.
12. The suitability to work with children.

13. A commitment to the College's values and a shared responsibility to achieving greatness.
14. A commitment to provide an outstanding and inspirational service to staff and students (which includes developing them to their full potential).
15. A commitment to relevant legislation and good practice in relation to equality and diversity and safeguarding and promoting the welfare of young people.
16. A commitment to continuing professional development.
17. A commitment to equality of opportunity.

Please note that the College requires candidates wishing to be considered for employment to complete an application form via the My New Term website. The College is unable to accept any standalone CVs submitted. Any CVs that are submitted with a completed application form will be seen as secondary information. As such, shortlisting will be on the basis of the information provided in the application form.

Luton Sixth Form College is an equal opportunity employer. It is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All roles in the College have contact with children and as such anyone that is employed by the College is considered to be engaged in regulated activities. The successful applicant will be required to undertake an enhanced disclosure via the Disclosure and Barring Service.

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Orders 1975, 2013 and 2020.

Offers of employment are subject to evidence of the relevant qualifications, the right to work in the UK, references and DBS clearance that are deemed satisfactory to the College.

PAY & CONDITIONS

ANNUAL SALARY: **Year 1:**

National Apprenticeship Wage

Under 18: £14,526

18 to 20: £19,240

21 and over: £23,492

Year 2:

Sixth Form College's Support Staff Pay Spine point 14, £23,492

HOURS: Working 37 hours per week Monday to Friday between the hours of 8:00am and 5:30pm, full year, with flexibility required.

This is a fixed term contract that will end 18 months after the start date.

START DATE: As soon as possible, but flexible

DISCLOSURE: The College will seek an enhanced disclosure from the Disclosure & Barring Service.

Closing date for all completed application forms: Wednesday 23rd April 2025

Interviews planned TBC