



IT Apprentice

Job Description and Person Specification

Contract Type:	Permanent
Salary:	Band 2, S5 £25,670 – Band 2, S8 £27,475
School:	Hatcham College and Borough Academy
Location:	Jerningham site; Pepys Road sites (New Cross, SE14 5NY) and; Borough site (94b Southwark Bridge Rd, London SE1 0EX)
Hours per week:	Full time
Accountable to:	Area IT Manager (Borough & Hatcham Clusters)

Job Purpose

We are looking for a motivated and curious IT Apprentice to join our supportive IT team and develop into a skilled IT professional. The successful candidate will provide day-to-day first-line IT support across the Trust, acting as a key point of contact for support requests while gaining hands-on experience in troubleshooting, hardware, software and systems. This role offers an excellent opportunity to earn a salary, complete structured IT training (approximately 20% off-the-job learning) and work towards a recognised qualification while developing a career in technology.

Key Responsibilities of Role

IT Support & Customer Service

- Provide first-line IT support through the IT helpdesk, responding to requests professionally, accurately and within agreed timescales.
- Diagnose and resolve common technical issues relating to desktop computers, laptops, printers, mobile devices, networks and Microsoft 365 applications.
- Escalate more complex technical issues to senior members of the IT team where appropriate.
- Act as a friendly, approachable and solutions-focused first point of contact for staff and students requiring IT support.
- Record all incidents, requests and resolutions accurately within the IT helpdesk system.

IT Systems & Infrastructure

- Assist with the installation, configuration, maintenance and replacement of IT hardware, software and peripheral devices.
- Support the administration of IT systems and digital platforms used across the Trust.
- Prepare, configure and deploy new equipment for staff and students.
- Assist with the relocation of IT equipment between classrooms and Trust sites as required.
- Maintain accurate inventories of IT hardware, software licences and other technology assets.

- Carry out regular checks of IT suites, classroom technology, stock levels and equipment to ensure all resources remain operational.

Technical Development & Cyber Security

- Develop knowledge and practical experience of server administration, networking, cloud technologies and cybersecurity through structured learning and on-the-job training.
- Assist with implementing cybersecurity best practices, including antivirus protection, system updates and access controls.
- Support the secure storage, handling and disposal of Trust data and equipment in accordance with GDPR, Cyber Essentials and Trust policies.
- Assist with routine system backups and basic security monitoring to help maintain the integrity and availability of Trust systems.
- Contribute to identifying and reporting potential security risks or vulnerabilities.

Events & School Support

- Provide IT and audio-visual support for school and Trust events, ensuring all equipment operates effectively.
- Assist colleagues in preparing classrooms and learning environments with appropriate technology.
- Support the delivery of digital learning by ensuring IT equipment is available, functional and fit for purpose.

Continuous Improvement & Professional Development

- Work closely with experienced IT colleagues to develop technical knowledge, skills and confidence.
- Create and maintain clear user guides, knowledge articles and technical documentation.
- Build positive working relationships with teaching, support and administrative staff to understand and meet their IT needs.
- Contribute ideas for improving IT services, systems and user experience across the Trust.
- Successfully complete the apprenticeship programme, including approximately 20% off-the-job learning and achievement of the relevant qualification.

Health, Safety & Compliance

- Work safely and in accordance with Trust Health and Safety policies and procedures.
- Assist with Portable Appliance Testing (PAT) programmes and basic IT-related risk assessments where appropriate.
- Safely move and install IT equipment across Trust sites, using appropriate manual handling techniques.
- Work at height, where appropriately trained and supervised, using ladders or other approved equipment to install or maintain IT equipment such as projectors, wireless access points and speakers.
- Ensure all work complies with safeguarding, data protection, cybersecurity and information governance requirements.

Other responsibilities

- Work collaboratively with colleagues to deliver a high-quality IT support service.
- Maintain a professional, customer-focused approach when supporting staff, students and visitors.
- Keep technical knowledge up to date through apprenticeship learning and professional development.
- Promote the effective, secure and appropriate use of technology across the Trust.
- Undertake any other duties appropriate to the role, as reasonably requested by the Area IT Manager or Leadership Team.

General

- To work within the school framework with regard to Health and Safety
- To promote equal opportunities in the school
- To promote the ethos of the Trust / school
- To promote the school's commitment to the continued professional development of all staff.
- To work within the school's framework with regards to Health and Safety.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children.
- To report any Safeguarding concerns in accordance with Trust's Safeguarding Policy
- To undertake any duties as may reasonably be required by the Executive Principal or Leadership Team

London Living Wage

We are proud to pay the London Living Wage.

Person Specification

	Essential	Desirable	Method of Assessment A = Application I = Interview AS = Assessment R = References
Education & Qualifications			
	• A genuine passion and interest in IT and technology.	• Previous IT qualification or studying towards an IT-related qualification.	A, I

	GCSE Maths and English Grade C/4 or above (or equivalent).	Previous experience as an IT apprentice or in a technology-related role.	A, I, AS, R
	Willingness and commitment to complete an IT apprenticeship qualification.		A, I, AS, R
	An enhanced DBS (we will apply for this for you)		A, I, AS, R
Knowledge & Experience			
	Some experience or understanding of IT systems and technology.	Experience of working in a Multi-Academy Trust	A, I, AS, R
	Basic knowledge of Microsoft Office applications.	First Aid qualified	A, I, AS, R
	Ability to provide clear and effective support to users.	Experience providing first-line IT support or using an IT helpdesk system.	A, I, AS, R
	Good written and verbal communication skills with strong attention to detail.	Experience supporting Windows computers, installing software and maintaining hardware/peripherals.	A, I, AS, R
	Ability to create clear and concise user guidance documentation.	Basic understanding of networking technologies.	A, I, AS, R
	Ability to troubleshoot problems logically and identify solutions.	Experience supporting printers, audio-visual equipment or classroom technology.	A, I, AS, R
		Knowledge of Microsoft 365, Teams, SharePoint or cloud technologies.	A, I, AS, R
Personal Qualities			
	Clear commitment and understanding of the Trust ethos, vision and values and an ability to uphold them		A, I, AS, R
	Belief in equality and opportunity for all, ensuring that all staff feel included and listened to		A, I, AS, R

	Ability to establish and articulate a clear vision in an engaging way		A, I, AS, R
	Determination and resilience		A, I, AS, R
	High level of interpersonal and communication skills and the ability to build relationships and influence at all levels – engaging with a range of stakeholders successfully		A, I, AS, R
	Commitment to collaborative working		A, I, AS, R
	High expectations of achievement, conduct and behaviour and a willingness to address situations where these fall short		A, I, AS, R
	Commitment to safeguarding and promoting the welfare of children and young people		A, I, AS, R

Staff Development

Our staff are important to us. We know that without great staff, our children will not be as successful. Therefore, Professional Learning is key to our success. As a new employee within the Trust, you will be supported by the Senior Directors of People and Professional Learning, alongside your line manager to realise your full potential.

'Our People Strategy is key to our success and integral to this is our commitment to equity, equality, diversity, and inclusion . Bringing this to life is the responsibility of every member of staff. We take seriously any behaviour which undermines it. Anyone applying to work with us, should share this commitment.'