

<b>The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</b>	
<b>The School</b>	<p>Bedford Modern School (BMS) is an Independent Co-educational Day School, governed by the Harpur Trust. There are more than 1250 students in the School ranging in age from 7 to 18. BMS enjoys a reputation both locally and regionally for excellence in Sport and Performance Arts and our school community is friendly, happy and supportive.</p> <p>The School is located on the outskirts of Bedford, a town recognised as one of the best places to live in the East of England by the Sunday Times. It is also well served by major road links and London St Pancras is only a 40-minute journey away by train. With commanding views of the Bedfordshire countryside, the facilities are excellent: a separate Junior School, dedicated Sixth Form and new purpose-built Science Centre, with faculties clustered throughout the School. Extensive and impressive sports facilities include a fully equipped gym and sports hall, a boathouse on the banks of the nearby River Great Ouse and a swimming pool on site.</p> <p>We offer a premium education appropriate to all where the intellectual needs of each student are a priority. The wide and varied curriculum is responsive to the needs of both students and parents. Individuals are assessed at entry and those with particular strengths or learning needs are identified and monitored. Students are encouraged to maximize their academic potential whilst optimising their participation in our diverse and inclusive co-curricular programme. Pastoral care is integral to the success of BMS and all staff are expected to contribute to this supportive culture.</p> <p>Please visit our <a href="#">website</a> for further information about the School.</p>
<b>Summary of the role:</b>	<p><b>Job Title:</b> IT Support Technician (Apprentice)</p> <p><b>Department:</b> IT</p> <p><b>Sites:</b> Bedford Modern School</p> <p><b>Reporting Line</b> IT Helpdesk Manager</p> <p><b>Hours:</b> 35 Hours a week (Monday to Friday) 60 min unpaid break</p> <p><b>Salary:</b> £18,345 per annum</p>
<b>Main duties and responsibilities:</b>	<p><b>Job Purpose:</b> The IT Apprentice will provide first-line technical support to staff and students at Bedford Modern School, supporting the day-to-day operation of the School's IT systems and services. Working as part of the IT team, the apprentice will assist with troubleshooting hardware, software, and network issues, maintain accurate documentation, and help ensure systems operate securely, efficiently, and in line with school policies.</p> <p>This role forms part of the Level 3 Information Communication Technician Apprenticeship (Support Technician pathway) and combines practical workplace experience with structured off-the-job training. The</p>

apprentice will develop the knowledge, skills and behaviours required to progress into a professional IT support role while working in a safeguarding-focused educational environment .

(This job description does not form part of the contract of employment and may be varied in accordance with the demands of the appointment)

**IT Support & Service Delivery**

- Provide first-line technical support to staff and students, responding to IT queries both face-to-face and remotely.
- Diagnose and resolve common hardware, software, and connectivity issues in line with agreed procedures and service levels.
- Escalate non-routine or complex issues appropriately, ensuring accurate information is provided to senior colleagues.
- Assist with the installation, configuration, upgrading and maintenance of IT equipment, including desktops, laptops, printers and mobile devices.
- Support the deployment of new systems, software updates, and infrastructure changes across the School.

**Systems, Networks & Security**

- Support the safe and secure operation of the School’s IT systems, following agreed security, access control and data protection procedures.
- Assist with routine system checks, maintenance tasks, backups, and user account management.
- Demonstrate awareness of cyber security principles and contribute to maintaining a secure IT environment.
- Handle IT equipment responsibly, following health & safety and environmental regulations for disposal and recycling.

**Documentation & Administration**

- Accurately log incidents, service requests and actions using the School’s ticketing or record-keeping systems.
- Maintain clear technical documentation, asset records and inventories as required.
- Contribute evidence and documentation for the apprenticeship portfolio and end-point assessment.

**Apprenticeship & Professional Development**

- Complete all required on-programme and off-the-job training in line with the apprenticeship standard.
- Actively participate in training, reviews, and assessments, including compiling a portfolio of evidence.

	<ul style="list-style-type: none"> <li>• Apply learning from training to the workplace and demonstrate continuous professional development.</li> <li>• Work collaboratively with colleagues, demonstrating professionalism, initiative and a positive learning attitude.</li> </ul> <p><b>Safeguarding &amp; Conduct</b></p> <ul style="list-style-type: none"> <li>• Uphold the School’s safeguarding policies and procedures at all times.</li> <li>• Maintain professional boundaries and appropriate conduct when working with children and young people.</li> </ul> <p><b>Apprenticeship &amp; Training Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Actively participate in the Level 3 Information Communication Technician Apprenticeship (Support Technician pathway), completing all required on-programme and off-the-job training in line with apprenticeship requirements.</li> <li>• Undertake a minimum of 20% off-the-job training, attending taught sessions, workshops, and independent study as arranged with the training provider.</li> <li>• Build and maintain an apprenticeship portfolio of evidence, demonstrating the knowledge, skills, and behaviours developed in the workplace to support gateway and end-point assessment.</li> <li>• Prepare for and take part in apprenticeship assessments, including the professional discussion and work-based project, with support and guidance from the IT team and training provider.</li> <li>• Apply apprenticeship learning directly to the role, demonstrating continuous improvement in technical competence, problem-solving, communication and professionalism.</li> <li>• Participate in regular reviews and progress meetings with the line manager and training provider to monitor development and ensure successful completion of the apprenticeship.</li> <li>• Take responsibility for their own learning and professional development, seeking feedback and support where required in line with the standards of the apprenticeship programme.</li> </ul>
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<b>Person Specification:</b> You must be able to demonstrate the following essential skills/experience for this post. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.		
<b>Category</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>GCSEs (or equivalent) in English and Mathematics, or willingness to work towards Level 2 as part of the apprenticeship.</p> <p>Eligibility to enrol on a Level 3 IT apprenticeship.</p>	<p>Level 2 qualification in IT, Digital or Computing.</p> <p>Relevant Microsoft, Google or IT user qualifications.</p>
<b>Experience</b>	<p>Clear interest in IT, technology, or digital systems demonstrated through education, personal projects, or work experience.</p> <p>Experience using computers, laptops or mobile devices in a practical setting.</p>	<p>Previous experience in an IT support, service desk, or customer support role (paid or voluntary).</p> <p>Experience working in a school or educational environment.</p>
<b>Technical Knowledge &amp; Skills</b>	<p>Basic understanding of IT hardware, software, and operating systems (e.g. Windows, macOS, ChromeOS).</p> <p>Ability to follow procedures and troubleshoot common IT issues with guidance.</p>	<p>Awareness of networking concepts, cloud-based services, or device management tools.</p> <p>Experience installing or configuring hardware or software.</p>
<b>Communication &amp; Customer Service</b>	<p>Ability to communicate clearly and professionally with staff and students, using non-technical language where appropriate.</p> <p>Positive, helpful approach to supporting users.</p>	<p>Experience dealing with a range of users or customers in a support or service role.</p> <p>Confidence explaining technical information to different audiences.</p>
<b>Organisation &amp; Time Management</b>	<p>Ability to manage tasks effectively, follow instructions, and meet deadlines.</p> <p>Accurate approach to record keeping and documentation.</p>	<p>Experience using ticketing systems or logging work using digital tools.</p>
<b>Attitude &amp; Personal Qualities</b>	<p>Willingness to learn, take feedback, and develop new skills.</p> <p>Professional, reliable, and self-motivated approach to work.</p> <p>Ability to work as part of a team.</p>	<p>Demonstrated initiative in learning new technologies independently.</p> <p>Clear interest in progressing into a long-term IT support career.</p>
<b>Health &amp; Safety / Safeguarding</b>	<p>Commitment to safeguarding and promoting the welfare of children and young people.</p> <p>Ability to follow health, safety, and data protection procedures.</p>	<p>Previous safeguarding training or experience working with children or young people.</p>
<b>ICT Competency</b>	<p>Confident user of everyday IT systems, including email and productivity software (e.g. Microsoft Office or Google Workspace).</p>	<p>Experience supporting users with common productivity tools or learning platforms.</p>