



IT Support Apprentice

We are offering an exciting opportunity to join the IT team at Stonyhurst College as an IT Support Apprentice on a full time, temporary contract. The post holder will work 37.5 hours per week with some Saturday mornings required during term time.

This role is ideal for an enthusiastic individual with a passion for technology and problem solving who is keen to launch their career with the direction of IT professionals. The IT Apprentice will work as part of a team including Support Engineers and the IT Services Director, assisting staff and students in using all forms of IT equipment in the college. The purpose of the role is to perform routine IT tasks, contribute to the smooth running of the campus IT systems and assist in the running and development of the College IT infrastructure.

The candidate will gain on the job, practical experience whilst working towards a level 3 qualification as a Digital Support Technician with a reputable training group. A permanent position is available based on performance throughout the apprenticeship.

The Role

- Troubleshooting system and network problems, including diagnosing, and solving hardware and software faults
- Assisting in the roll-out of new applications
- To be a provision of support, including procedural documentation and relevant reports
- Installing and configuring computer hardware operating systems and applications
- Talking users through a series of actions, either face to face or over the phone to help set up systems or resolve issues
- Setting up new users' accounts and profiles and dealing with password issues
- Responding and operating within the parameters of service level agreements and code of conduct to all queries and support requests
- Working continuously on a task until completion, maintaining excellent communication with team members throughout
- Completing routine room checks and asset audits as part of a proactive approach to support
- Prioritising workload accordingly with the IT team to efficiently maintain high levels of service provision

Candidate Profile

The key qualities and attributes of the candidate include basic troubleshooting skills and the ability to show initiative as well as working effectively as part of a team. Excellent time management skills with the ability to prioritise your own workload, along with both written and verbal communication skills are crucial.

The successful candidate will be a punctual, organised, and friendly individual with a strong work ethic and a willingness to learn, who is committed to self-development and interested in a career within the IT department at the school.

Entry Requirements

- A-C (4-9) GCSE Maths & English - required
- Level 2 IT Qualification – desirable but not essential

Anyone who would like to discuss the post informally should contact Gareth Entwistle, Director of ICT Services via email: g.entwistle@stonyhurst.ac.uk

Completed applications should be returned via e-mail to: recruitment@stonyhurst.ac.uk

The closing date for this vacancy is 29/06/2022 at 12 noon. Interviews will take place week commencing 04/07/2022.

Successful applicants will be subject to an enhanced DBS check.

Stonyhurst is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.

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