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| **IT Apprentice (14 month contract)** |

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| **Reporting to:** | IT Manager |
| **Working Hours:** | Full time (37.5 hours per week)  This will include time spent in classes developing subject knowledge. |
| **Salary:** | The pay rate for this role is based on the National Minimum Wage for Apprenticeships:  Year 1: £4.00 per hour  Year 2:  16-17yrs £4.20 per hour  18-20yrs £5.90 per hour  21-24yrs £7.38 per hour  25+yrs £7.83 per hour |
| **Annual Leave:** | 26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas |

**Job Purpose**

The IT apprentice is an entry-level IT job for those wishing to work for a growing and successful further education college. Duties will include routine 1st line IT support to staff and students at the college under supervision from senior IT staff.

**Duties and responsibilities of the job**

1. **Main Duties**

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| 1. Provide 1st line IT support to college users at local and remote sites. |
| 1. Assist the IT team with IT hardware and software rollouts |
| 1. PC fault finding, carrying out diagnostics and providing advice to users |
| 1. Ensure IT classroom and work areas maintained to high standards |
| 1. Organising delivery and return of IT equipment |
| 1. Answering phone and dealing with face-to-face IT helpdesk enquiries |
| 1. Logging and resolving incidents on the helpdesk management system. |
| 1. Ensure adequate stock levels and maintenance of all end user IT equipment |
| 1. Carry out network administration tasks |
| 1. Ensure the IT helpdesk is always manned |
| 1. Prepare and maintain routine IT equipment for use |
| 1. Participate in project work in relation to IT service improvements |

1. **Quality Improvement**

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| a. Attend team meetings to monitor and standardise practice, share information and good practice, and plan and implement improvements. |
| b. Contribute to the development of the College’s IT Policies |
| c. Maintain effective communications with other staff, including attending staff, student and appropriate departmental meetings as required |

1. **Continuous Professional Development and training**

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| a. Actively participate in the College performance management processes, including appraisals to support personal and professional development and enhance student experience. |
| b. Complete all mandatory training as required in line with college expectations. |
| c. Attend appropriate training courses and events as directed by the IT manager. |
| d. Attend classes at TRIANING PROVIDER, and complete tasks leading to the successful completion of a APPRENTICESHIP NAME within the NUMBER OF MONTHS contract period. |

1. **Other responsibilities and duties**

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| a. Participate in staff and student recruitment campaigns, Open Days and promotional/information events as required. |
| b. Contribute to, and support delivery of the college strategic and IT operational plans. |
| c. Ensure all safeguarding policies and procedures are followed. |
| d. Have a flexible approach to working hours. |

**Qualifications / Skills / Knowledge / Qualities**

At Plumpton College we are:

* Ambitious and Progressive
* Enterprising
* Professional
* Passionate about everything we do
* Supportive

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| **Essential criteria for the post** |
| 1. Good working knowledge of computers and software |
| 1. Ability to work to deadlines |
| 1. Good written and verbal communication skills |
| 1. Fault finding and diagnostic skills |
| 1. Ability to act on own initiative but also confident to ask for help when needed. |
| 1. To behave in a professional manner when dealing staff and students |
| 1. A keen interest in IT and a willingness to learn new skills. |
| 1. A self-motivated, positive and pro-active attitude |
| 1. Reliable and committed and professional |
| 1. Competency in English and basic maths |
| 1. Able to work in a fast paced environment |
| 1. Commitment to completing the apprenticeship and earning a formal qualification |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

Basic working hours are from 0830hrs to 1700hrs Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all year round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Benefits**

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’.  There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal