

## IT Support Apprentice – The Grange School

### Overview

The Grange School's corporate network supports over 1,700 users and 800 client devices using standard Microsoft and Apple technologies. The school uses a hybrid of on-premises and hosted services, including Microsoft 365 and Google Workspace, working together with single sign-on to give users a fully integrated experience.

As an IT Apprentice, you will assist the IT support team in responding to issues reported to the ServiceDesk. Working alongside our experienced staff, you will quickly gain valuable knowledge and skills that will support you in studying for the Level 3 ICT Apprenticeship qualification.

### Responsibilities

- Provide first-line IT support via telephone, face-to-face, and the ServiceDesk.
- Log all jobs on the ServiceDesk, including emails, phone calls, and walk-ins.
- Assist with the installation and testing of new IT equipment and software.
- Help monitor system performance.
- Assist in diagnosing and resolving software and hardware faults.
- Perform regular checks, maintenance, repairs, and upgrades as required.
- Monitor, inventory, and document departmental stock and equipment as directed by the IT Manager.
- Work as part of the IT Services team to develop ideas and processes to maintain and improve the service.
- Assist with managing audio-visual hardware throughout the school (including projectors, interactive screens, and audio systems).

### Entry Requirements

- A genuine interest in IT technologies
- Exceptional verbal and written communication skills
- Excellent problem-solving abilities
- Ability to assimilate new information quickly

### About You

- Punctual and reliable
- A self-starter – committed to learning and development
- Dedicated to achieving goals
- Highly self-motivated
- Polite, courteous, and able to remain calm under pressure

## Training Provided

You will be enrolled onto the ground-breaking Level 3 Apprenticeship: Information Communications Technician – Support.

Information Communications Technicians support the delivery of efficient IT operations. This includes installing and configuring computer systems, diagnosing hardware and software faults, and solving technical and application problems—either remotely or in person. You will also address issues such as slow performance, connection problems, and data access difficulties.

This apprenticeship covers key IT essentials, including fault-finding and diagnostics, preventative measures, routine maintenance, system tools, and testing. You will also gain awareness of cloud systems, physical and virtual network components, security and firewalls, network architecture, protocols, and principles of database migration.

Whether or not you have prior experience, Apprentify’s Level 3 ICT Apprenticeship will equip you with the tools to launch your career in IT support.

## Things to Consider

Staff wellbeing is a top priority at The Grange School, and we are proud to offer a comprehensive range of services, benefits, and support to our staff. These include staff discounts, access to health services, social activities, and more.

## Future Prospects

Upon successful completion of the apprenticeship, the IT Support Apprentice will be invited to apply for a permanent position as an IT Support Technician (subject to satisfactory performance).

IT Support Technicians are offered a more competitive salary as they take on greater responsibilities, in line with their skills and experience.

**Monday to Thursday - 8am to 4pm**

**Fridays - 8am to 3:30pm**

**52 weeks per year**

**18-month fixed term contract.**

**Salary: £19,240**

**Interested?**

**Please fill out the interest form, and we will be in touch:**

<https://forms.office.com/e/ybxaWThCjQ>