



Collingwood  
College  
BELIEVE SUCCEED

## Collingwood College Recruitment Information

### IT Support Apprentice

---



**Dear Applicant,**

Our vision for Collingwood is to be the College of first choice for all our parents and we are currently on a journey to move from Ofsted Good to Outstanding!

Collingwood College is committed to developing responsible, aspirational, independent, happy and well-rounded young people with the self-belief to reach their goals.

Our students are the focus of everything we do. We have found that by listening to students' views and offering them the opportunity to work with each other, staff and governors, they are an integral part of our relentless drive for improvement.

Collingwood College offers all students an inclusive, flexible and stimulating educational experience. With a strong emphasis on personal development and a very wide range of leadership opportunities and extra-curricular activities, we are able to offer challenges that motivate and appeal to all individuals.

Our academic performance is consistently high and in recent years students have achieved excellent results at pre and post 16 level. In 2023, in the Sixth Form, 74% of A level qualifications were at A\*-C and our ALPS three year rolling average (progress) score for A level and BTEC qualifications was a 4 ('very good', top 40% nationally).

At GCSE, almost 80% of entries were graded at 9-4. 71% of our students also achieved 9-4 grades in both English and Maths. Our ALPS progress measure was 4 ('very good', top 40% nationally).

This continued level of success is down to the hard work of our students and our outstanding team of staff.

We believe that our staff are the foundation upon which the success of the College depends and recognise that our employees are the most important asset of the college.

We empower our employees to utilise their talents and skills to make a positive and significant contribution to the quality of teaching, learning and personal development that the College provides for its students.

We look forward to receiving your application for this post.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Eden Tanner', with a horizontal line underneath it.

**Mr Eden Tanner**  
**Principal**

## IT Support Apprentice

**36 hours per week, all year round (52 weeks)**

**Salary:** National Apprenticeship Wage

We are looking for an enthusiastic and driven apprentice to join our IT Department.

This is an exciting opportunity to work within a professional IT service. The post-holder must be of smart appearance, committed to customer care and be passionate about working in IT. Our IT Department plays a vital role in ensuring the smooth running of the College's equipment and services.

### **About the role**

The IT Department is made up of the IT Service Desk, Deskside Support and Second-line Technical Team, and as part of the apprenticeship, you will have the opportunity to work in all 3 teams, providing excellent customer service to College employees and students by answering their support calls and assisting them with all their IT related issues, requests and queries. Additionally, you will participate in team meetings and be provided with on-the-job training, as well as having the opportunity to take professional qualifications.

You will undertake the Level 3 Information Communications Technician Apprenticeship with our training provider Activate Learning.

It is a requirement of all apprenticeships that if you do not possess a Grade 4 or above in Maths and English that you will be given time and support to undertake these qualifications via our training provider.

It is a requirement of all apprenticeships that you have been living in the UK (as your normal residency) for the past 3 years.

During or on completion of your qualification we would hope that you successfully apply for a permanent role within our department.

### **Useful Information:**

The closing date is given as a guide. We reserve the right to close this vacancy once a sufficient number of applications has been received. We strongly advise you to complete your application as soon as possible to avoid disappointment.

**To apply:** Please complete the application form available from [www.collingwoodcollege.com](http://www.collingwoodcollege.com) vacancies.

**Closing Date:** 18 August 2024

**For more information:** Please contact HR 01276 457600 or email [hr@collingwood.surrey.sch.uk](mailto:hr@collingwood.surrey.sch.uk)

Suitable candidates may be interviewed before the closing date and Collingwood College reserves the right to withdraw the position if an early appointment is made.

Collingwood College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS check.

### Probationary Periods

All posts are subject to a probationary period. For support staff this is 6 months. Collingwood College's Probationary Policy is available upon request.

### Remuneration and Benefits

All new staff appointments are subject to verification of fitness to work, receipt of two satisfactory references, qualification verification, clearance from the Disclosure and Barring Service at Enhanced level as well as other checks relevant to the role.

Access to other benefits including:

- 26 days annual leave, rising to 30 after 5 years' service, plus bank holidays
- Mandatory closure period between Christmas and New Year
- Outstanding facilities, including free on-site parking
- BUPA healthcare cash plan
- All Collingwood College support staff up to the age of 75 are eligible to belong to the Local Government Pension Scheme and will automatically become members unless they opt out. Further information can be found at <https://www.surreypensionfund.org/>.
- 24/7 Employee Assistance Programme for staff and their families
- Flexible leave of absence policy

### Training and Development

In addition to completing the Information Communication Technician Apprenticeship we are committed to providing a well-structured staff development programme to enhance personal and team development. All new staff receive the following training:

- Collingwood College company induction
- Safeguarding and Prevent training.
- Mandatory and compliance training including fire awareness and health and safety at work.
- Training linked directly to the job role, which may be delivered by other colleagues or external training providers

In addition, staff can have:

- An opportunity to access other training as detailed in the termly training calendar
- An opportunity to access training outside the College linked directly to your role or career aspirations
- Other training relevant to the role

## JOB DESCRIPTION

### IT Support Apprentice

<b>Post</b>	IT Support Technician - Junior
<b>Reporting to</b>	Deputy Network Manager
<b>Job Purpose</b>	To assist in technical support for all IT users, staff, students and family of schools
<b>Direct Involvement</b>	Systems Manager, Deputy Network Manager, IT Support staff, all teaching staff, students and contractors.
<b>Key Responsibilities</b>	<p>To assist when requested in the day-to-day operation and maintenance of IT Support across the College.</p> <p>To assist staff and students in any matter related to technical support.</p> <p>To visit all computer rooms regularly and advise of any problems, faults or Health and Safety issues.</p> <p>To replace toner in printers across college when requested.</p> <p>To help resetting passwords when required.</p> <p>To maintain all consumable levels. To advise when stocks are running low.</p> <p>Installation, configuration and imaging of computers, laptops and Surface Pros</p> <p>User Account Management on various IT systems including Active Directory</p> <p>Database systems Support and maintenance</p> <p>Maintaining computer asset / Electrical Testing</p> <p>Managing and supporting Cloud based systems – Office 365 / Google</p> <p>Perform backups and restoration of data when required</p> <p>IT Hardware upgrades / repairs</p> <p>Printers, Print Management Software, Scanners and projector maintenance</p> <p>Provide front line support and services</p> <p>To assist at College events, (Awards evenings / Open Evenings / Welcome Days) if required</p>

To perform any technical and administration related tasks as requested by the Computer Network Manager

Using the IT Support Helpdesk system to analyse hardware and software faults and apply relevant solutions. To accurately enter all faults reported on to the Help Desk system.

To carry out any duties necessary from time to time in accordance with the reasonable requirements of the Systems Manager or Assistant Vice Principal in charge of IT and Assessment.

## PERSON SPECIFICATION

### IT Support Apprentice

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"><li>• GCSEs, (including English, Mathematics and a Science or Technology subject); a relevant Level 2 Apprenticeship; other relevant qualifications and experience; or an aptitude test with a focus on IT skills.</li><li>• No formal qualifications required as on- the-job training will be provided.</li><li>• Some technical knowledge, e.g. understand the basic PC and Software</li><li>• Aware of basic school structure, year groups and staffing structure.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Some experience of using PCs and common desktop application software.</li></ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"><li>• Able to use a word processing package and simple spreadsheets, e.g. to maintain records of equipment and to log calls for ICT support.</li><li>• Able to use email and browse the web.</li><li>• Able to follow straightforward oral and written instructions.</li><li>• Able to <i>maintain inventories</i> of equipment and keep up-to-date and accurate records.</li><li>• Able to identify <i>straightforward</i> solutions to simple problems.</li><li>• Able to <i>communicate straightforward verbal and written information</i> in a clear and accurate manner, e.g. pass on a message, complete a simple form.</li><li>• Able to keep simple records.</li><li>• Able to lift and handle ICT equipment as required, including assisting with receiving and sorting of deliveries</li></ul>

<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Able to work on own initiative as well as being a team player.</li><li>• Confident of dealing with people at all levels</li><li>• Flexible, co-operative, willing with the ability to work under pressure whilst maintaining a sense of humour, confidentiality, and reliability.</li><li>• A logical approach to problem solving</li></ul>
----------------------------	---