



Job Description

JOB TITLE:	Apprentice IT Technician
REPORTS TO:	IT Services Manager
Salary:	Apprentice Pay Scale (National Living Wage)
CAMPUS:	Slough & Langley College, with travel to other sites as required
JOB PURPOSE:	To provide 1st line support for users of the College IT/AV/Printing systems and resources. To provide assistance where needed in the day to day running of the College systems.

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following:-

1. Assist with the day-to-day operation of the department by providing 1st line support to end users.
2. Assist with the support and maintenance of the College IT/Printing systems, which will include troubleshooting and management of f
3. Install, test, configure and maintain all devices, both hardware and software.
4. Assist in delivering all IT services within remit of role to remote and community centres.
5. Assist users with their printing / copying requirements.
6. Assist in installation, maintenance, and upgrades for software and hardware when required.
7. Provide assistance and support to students and staff on the use of hardware and software within the College.
8. Liaise with internal and external service providers, suppliers and contractors as directed by the senior technical person at the designated site.
9. Help maintain the College systems documentation and other admin tasks including ensuring that the department equipment database is kept up to date.
10. Ensure technical knowledge is kept up to date by continuous development, training and/or study.

NOTE

The post may be based at one of the current College campuses, but the duties of the job may require the post holder to work remotely online should the situation require it.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.



This post is exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found [here](#).

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the [College's Safeguarding and Child Protection Policy](#).
- The principles and procedures set out in the College's Data Protection Policy

Oct 25



PERSON SPECIFICATION

Apprentice IT Technician

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
Level 2 qualification in 4 subjects including English & Maths (GCSE Grade C or equivalent)	✓		AF
Level 2 qualification or higher in IT, Computer Science or another similar subject	✓		AF
Willingness to work towards Apprenticeship in IT, Software, Web and Telecom, Professionals Level 4	✓		AF
EXPERIENCE			
Demonstrable and genuine interest in IT and technology (evidenced through personal projects, hobbies, self-study, or work experience)	✓		IV
A basic understanding of computer hardware components (e.g., CPU, RAM, SSD) and their functions.	✓		IV
Experience in a customer service role.	✓		AF/IV
Experience in using copying machinery.		✓	AF/IV
SKILLS, KNOWLEDGE AND ABILITIES			
Working knowledge of Microsoft Office applications	✓		AF
Excellent communication skills, with the ability to explain technical concepts to non-technical users	✓		AF/IV
A logical and methodical approach to problem-solving and troubleshooting	✓		AF/IV
Strong organisational skills with the ability to manage and prioritise tasks	✓		AF
A proactive and enthusiastic approach to learning new skills	✓		AF/IV
Ability to work effectively as part of a team and independently	✓		AF/IV
Ability to work accurately with good attention to detail	✓		AF

KEY:

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview.

All of the elements marked AF/IV will also be assessed at interview.

All or some of the elements may be assessed by the Test/Presentation