



APPLICATION PACK

APPRENTICE IT TECHNICIAN

(33 HOURS PER WEEK, 39 WEEKS PER YEAR – TERM TIME PLUS
TRAINING DAYS)

FIXED TERM CONTRACT: DECEMBER 2026 UNTIL COMPLETION
OF APPRENTICESHIP COURSE (MAX TWO YEARS)

HOW TO APPLY

Applications are welcome from both internal and external candidates for the position but the working hours are only slightly flexible and must suit the needs of the school for this important role. Application Forms are available on the JSTC Website (www.jstc.org.uk)

Completed applications should be emailed to the Main Office (office@jstc.org.uk).

APPLICATIONS MUST BE RECEIVED BY: THURSDAY 12TH NOVEMBER 2026 AT 9AM.

INTERVIEWS TO TAKE PLACE: DATE TBC

(TIME TO BE CONFIRMED WITH CANDIDATES SELECTED FOR INTERVIEW)

JSTC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All posts will be subject to an enhanced DBS disclosure, medical and reference checks. All pre-employment checks, undertaken are in line with Keeping Children Safe in Education.

JOB DESCRIPTION

Job Description – Apprentice IT Technician

Line managed by Network Manager

Salary: £12,510 per annum initially (rising to minimum wage for age group upon the completion of first year's training in Dec 2027)

Working Hours: 33 hours per week, 39 per weeks per year

(allocated training time provided within contracted time)

Monday to Friday 8.30am until 3.35pm (less 30 minute unpaid lunch)

Main Purpose

- To support the school's IT team in maintaining and developing the school's ICT infrastructure. The it Apprentice will provide first-line technical support to staff and students, assist with the maintenance of computer equipment, and develop practical skills and knowledge through a structured apprenticeship programme.

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Main Responsibilities, Tasks and Duties

• Technical Support

- Provide first-line support for hardware, software, and network-related issues.
- Respond to helpdesk requests and log incidents accurately.
- Diagnose and resolve basic technical problems under supervision.
- Escalate complex issues to senior IT staff where necessary.

• Hardware and Equipment

- Install, configure, and maintain computers, laptops, tablets, printers, and other ICT equipment.
- Assist with device imaging and deployment.
- Carry out routine maintenance and testing of equipment.
- Support classroom technology, including interactive displays and audiovisual equipment.

• Network and Systems Support

- Assist in monitoring and maintaining the school's network infrastructure.
- Support user account creation and management.
- Help maintain system security, updates, and backups.
- Assist in troubleshooting network connectivity issues.

• Customer Service

- Provide friendly and professional support to staff and students.
- Communicate technical information in an easy-to-understand manner.
- Maintain a positive and customer-focused approach.

- **Administration**

- Keep accurate records of support requests and resolutions.
- Assist in maintaining IT inventories and asset registers.
- Support software licensing and compliance tracking.
- Contribute to IT documentation and user guides.

- **Health, Safety and Safeguarding**

- Follow all school policies relating to safeguarding, health and safety, data protection, and acceptable use of technology.
- Maintain confidentiality regarding student and staff information.
- Complete safeguarding and mandatory training as required.

- **Professional Development**

- Attend apprenticeship training sessions and complete coursework.
- Develop technical skills and knowledge relevant to the role.
- Participate in performance reviews and personal development activities.

Other areas of responsibility

Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent and JSTC Safeguarding and Child Protection Policies)
- Promote the Safeguarding of all students in the school

All JSTC staff have a responsibility to safeguard and promote the welfare of children and young people within the School. This includes helping to safeguard pupils' well-being by following the requirements of Keeping Children Safe in Education and our school's Child Protection Policy. All JSTC staff are expected to make themselves familiar of the School's Policies and Procedures and to adhere to these.

Please note: this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher, Network Manager or Line Manager.

Person specification

CRITERIA	ESSENTIAL	DESIRABLE	ASCERTAINED BY
Experience	<ul style="list-style-type: none"> Completed mainstream education to GCSE level Grade 4/C or above in English and Mathematics. Experience of working in a team 	<ul style="list-style-type: none"> Experience of working a school environment (paid or voluntary) IT related qualification at Level 2 of equivalent. Previous experience of working with computer hardware or software. Understanding of computer networking principles. Knowledge of Active Directory, cloud services, or device management systems. 	Application/Interview
Knowledge	<ul style="list-style-type: none"> Genuine interest in Information Technology and Technology Support Basic understanding of Microsoft Windows and Microsoft 365 applications Knowledge of computer hardware and software 	<ul style="list-style-type: none"> Understanding the importance of safeguarding within a school environment. Knowledge of data protection and confidentiality procedures. 	Application/Interview
Skills and Aptitudes	<ul style="list-style-type: none"> ➤ A desire to learn ➤ Good communicator and listener with a keen interest in finding solutions ➤ Computer literate with an understanding of using basic Databases, Microsoft Word and Excel ➤ Good administrative and organisational skills ➤ Demonstrates a methodical approach to tasks with a high level of accuracy ➤ Able to use own initiative ➤ Ability to understand the importance of confidentiality at all times 	<ul style="list-style-type: none"> ➤ An ability to communicate effectively, demonstrating empathy, listening and interpersonal skills when dealing with students ➤ Good interpersonal and communication skills (both oral and written) with the ability to relate to all levels of staff 	➤ Interview/Application

Qualifications and Training	<ul style="list-style-type: none"> ➤ Minimum of 2 GCSEs. Must include English and Maths, grade 4 or above, A* to C or equivalent is desirable ➤ Willingness to undertake and complete an apprenticeship course 	<ul style="list-style-type: none"> ➤ Keen to learn and continue personal development 	<ul style="list-style-type: none"> ➤ Application and Interview
Attitude and Motivation	<ul style="list-style-type: none"> ➤ Punctual and reliable ➤ Evidence of good attitude and behaviour in the workplace ➤ Flexibility to adapt to changing circumstances ➤ Motivated and enthusiastic ➤ Ability to work on your own and as part of a team ➤ Clean and tidy appearance/comply with dress code ➤ Positive and professional attitude and 'can do' approach ➤ Calm and patient when dealing with others ➤ Demonstrates empathy with students and their needs 	<ul style="list-style-type: none"> ➤ Take responsibility for developing self 	<ul style="list-style-type: none"> ➤ Interview and Application

APPLICATION PACK

John Spendluffe Technology College Overview

JSTC is a non-selective 11-16 co-educational school in a selective area. We are a popular and over-subscribed school of around 630 students. Despite being a secondary modern school we have the full ability range of students, including gifted and talented. We are proud of the work that we do with our young people to enable them to challenge themselves academically and reach the highest of aspirations. At our most recent Ofsted inspection we were rated as 'Good' in all areas. We are very proud of our achievements; we will continue to develop and provide the best possible education for our young people. We are a single academy trust but have developed strong networks and links with a range of partner and other schools locally and throughout the county.

An Attractive Location

JSTC is situated in the small, quaint, rural market town of Alford on the edge of the Lincolnshire Wolds, an Area of Outstanding Natural Beauty (AONB). Lincolnshire is a large county with a variety of beautiful landscapes: flat fens, coastal marshes, clay vales and the rolling uplands of the Wolds, attracting an abundance of wild flora and fauna. Morning drives across the stunning and tranquil Wolds frequently creates wonderful memories and conversation with colleagues. The school is well placed and at the centre of the community of Alford with good road links to major urban centres in the East Midlands. Housing is extremely low priced compared to other areas of the UK and new build developments are enhancing the housing choices available in the region.

The School Site

The school site has been enhanced in recent years to include two new classroom builds, a refurbished Humanities teaching block, a remodelled, modern canteen, and refurbishment of the original, attractive 1930s building. Car Park facilities on site are free. The school has its own all-weather pitch, sports hall and gym facilities which are all available for staff and community use.

Ethos and Values

Supporting our students and their families to achieve the highest possible aspirations to a bright future lies at the heart of our daily work in school. High quality, extensive pastoral provision enables us to fulfil this mission. Our aim is to empower our students to become '*resilient, respectful and responsible*' in readiness for the next step of their educational journey. We are committed to serving each other, the students, and the wider community.

Our Students

Our students are our best ambassadors. They come from a wide rural and coastal area, with the majority travelling by bus to school. Many students are not confident about their talents and abilities when they first arrive but through the hard work of our staff, we enable our students to develop and thrive into young adulthood. Students take part in a range of activities in and out of the classroom and visitors are frequently impressed with their courtesy, and the pride that they have in their school. Our students behave well and want to learn. Some students find academic work difficult and our experienced SEND team work hard to ensure that students have an appropriate curriculum and personal support. JSTC offers its students excellent opportunities to develop skills for life as well as academic qualifications. We want all of our students to develop into caring, active citizens.

JSTC has a strong coaching culture; a wide range of staff coach KS4 students to help them improve their resilience, independence, and self-efficacy.

Committed and Friendly Staff

Our dedicated staff believe passionately in improving outcomes for all students and this can be seen in the positive relationships with each other and in the classroom. Staff are happy to teach at JSTC and want to stay. There is a low turnover of staff each year as we believe in providing opportunities for career progression at JSTC.

Staff Wellbeing

Working in a school can be demanding and we therefore ensure that staff wellbeing is at the core of our development. The school has a highly supportive ethos with respect to both staff and student wellbeing. The Wellbeing Learning Community is an active forum of different staff who engage in evidence-based practice to promote good mental health and wellbeing for students and staff.

Our Education Support Employee Assistance Programme provides impartial, confidential support and general advice on wellbeing, workload, and work-life balance. This EAP can provide fast-track counselling, financial and debt advice and legal support. Extra coaching support is available to leaders and line managers. In school, trained Mental Health First Aiders can support staff for a range of feelings such as low morale, loss and bereavement, isolation, fear, stress and anxiety. This is fully funded from the school for all of our employees.

Staff enjoy engaging in social activities outside of school – particularly at the end of terms. There is sport to get involved in, such as football, netball and running; there are creative activities involving art and cooking too.

New Staff Induction

You will be warmly welcomed into our friendly school and supported in all areas of your practice so that you can enjoy and feel confident in your role. JSTC offers a comprehensive and personalised induction training programme to all new staff. The New Staff Induction Team support all staff who are new to our school or their role, or returning after absence, regardless of their position. Staff are fully supported through a series of live and recorded training sessions.

Professional Development

The Governors, Headteacher and Senior Leaders remain committed to recruiting high quality staff to the school. Staff professional development and career progression are an important part the school's caring culture.

JSTC is committed to providing staff with opportunities to access nationally recognised professional development qualifications. We want our staff to enjoy their roles, develop their professional practice and flourish in their careers.

