**Hampstead School Apprentice ICT Assistant**

Contract length: 18 months

Apprenticeship qualification: ICT Level 3 – Support Route

Salary: £21,749 per year

Hours: 35 per week

Training provider: Ginger Nut

Enhanced DBS is required (but they will do this themselves – not Camden HR)

Description:

Apprenticeship: ICT Level 3 – Support Route

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Hampstead School is committed to promoting a diverse and inclusive community – a place where people can all be themselves and succeed on merit. The effective use of ICT plays a central role in their student experience and ensuring that young people acquire the skills to use ICT effectively, confidently and safely is a key priority. They are looking for an Apprentice Site Assistant who can join their flexible and experienced ICT Team to help ensure the smooth running of their ICT services for the benefit of their staff and students.

Hampstead School is committed to safeguarding & promoting the welfare of children and young people. All staff are expected to share this commitment.

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Responsibilities:

To work with the Senior ICT Technician and ICT Network Manager to provide effective ICT support to students and staff

Setting up user accounts, implementing password changes, and resolving work area problems

Keeping accurate records of ICT data including the management of laptop loans

Resolving printing problems – both hardware and software – determining and rectifying the cause of faults

Dealing with user problems as and when they occur – logging on access, password changes, software problems, internet access, advice on using software, etc

To be aware of and comply with all school policies and procedures, particularly those relating to child protection, health & safety and data protection

Communication:  Answering emails, office telephones, helpdesk tickets and logging any support calls

Liaising with third party companies on behalf of clients to diagnose and fix issues

To assist and train students and staff in the use of the Network when applicable

Updating pages on the intranet when required

**Technical responsibilities**:

Hardware – routine checking, fault finding and rectifying, general maintenance – base unit, monitors, mice, keyboards, printers, network cabling and switch fault diagnosis and rectification, etc. This may involve replacement, minor repairs or organising third party repairers, dependent on fault. Includes cleaning of mice, keyboards and screens on a regular basis.

Replace and supply of peripherals and consumables – stock control of consumables and hardware ordering, distribution and paperwork, for departments

Rebuilding computers following errors, building new workstations and laptops and adding them to the network

Daily checking and backing up of servers

Assisting with laptop hardware and software problems when applicable

Changing telephone extensions and names on the school phone system

Advising and assisting in the preparation of materials requiring a computer

Assistance with the movement and setting up of ICT and other audio visual equipment e.g. projectors and screens for presentations

Health and Safety:

Regular safety checks of work areas

Making sure any equipment to be used is safe

Reporting any concerns to the ICT Network Manager

Removal of waste electrical and electronic equipment (WEEE) from site when necessary

The above duties are not exhaustive and the post-holder may be required to undertake tasks, roles and responsibilities reasonably assigned to them by Senior Management.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

The post holder is required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law following recognised codes of practice. The post holder is also required to be aware of and comply with policies on health and safety.

This job This job description may be amended at any time in consultation with the post holder, Governing Body and/or Senior Management as required. Trade union representation will be welcomed in any such discussions.

**Essential requirements**

Hampstead School is committed to safeguarding & promoting the welfare of children and young people. All staff are expected to share this commitment.

Willing to undergo an enhanced Disclosure and Barring Service check (DBS)

**Skills:**

Good organisational skills; able to manage own time effectively

Ability to learn how to analyse and solve problems

Ability to learn about and understand common jargon used in an IT setting in order to explain this in plain language to others

The ability to build and foster good working relationships with all stakeholders

All candidates must have a strong working knowledge of safeguarding practices and be committed to

safeguarding and promoting the welfare of children and young people.

**Desirable**

Strong written and verbal communication skills

Basic understanding of ICT software and hardware

Experience of working in a fast paced, busy environment

Customer care experience, such as liaising with IT users

**Additional information**

To apply for this role you must:

1. Be a Camden resident, former Camden secondary school student or Camden care leaver

2. Have the right to live and work in the UK

3. Have lived in the EU or UK for the last 3 years (except if you are an asylum seeker or refugee)

4. NOT already have a qualification at level 3 (or higher) in ICT or similar subject

**Important note -** role may close early if we get enough suitable applications, those interested in the role are encouraged to apply ASAP.

Camden care leavers and people with learning difficulties or disabilities will be prioritised for final interviews provided they meet the minimum requirements of the role.

Camden Council values the diversity of its community and aims to have a workforce that reflects this. We therefore encourage applications from all sections of the community.

At Camden we encourage staff to work flexibly and from different locations to meet the needs of the customer and the service.

Camden is committed to making our recruitment practices barrier-free and as inclusive as possible for everyone. This includes making adjustments or changes for people who have a disability or long-term health condition and finding out if part time work options are available. If this affects you, please contact us to discuss at [apprenticeships@camden.gov.uk](mailto:apprenticeships@camden.gov.uk) or call 02079748778.

**Diversity and Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do.To discover more about Camden and our commitment towards diversity, equality and safeguarding, please visit our recruitment website: [Inclusion and diversity - Camden Careers - Camden Council (camdenjobs.co.uk)](https://www.camdenjobs.co.uk/inclusion-and-diversity)

**How to apply:**

1. If you have not done so already, please register with us on this portal before you proceed  
2. Please ensure you have uploaded your **tailored**CV before attempting to apply  
3. If you have not completed the additional questions previously, you will be prompted to do so before you can proceed. You will only need to complete these questions once.  
4. Select ‘apply’ and complete the personal statement section. Please use this section to tell us why you have applied and how your skills make this role suitable for you. Recommended word count: 150 words