



**HIGHFIELDS
SCHOOL**

Boundary Way, Penn,
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NOR 1769

SIXTH FORM 369

APPRENTICE DIGITAL SUPPORT TECHNICIAN

Required as soon as possible

Apprentice Pay Scale (currently £7.55 per hour)

37 hours per week

We wish to appoint an enthusiastic individual to join our Digital Support Team, assisting with the provision of support to staff and students in their everyday use of digital technologies. The successful candidate will have the opportunity to learn and develop key skills, alongside gaining a Level 3 apprenticeship in ICT.

This is an exciting opportunity to join a vibrant, warm and welcoming school community. Our staff are well motivated and work with colleagues within and beyond the school and trust to ensure continuous professional development and develop best practice.

Highfields is a proud member of Lykos Multi Academy Trust, an active learning community committed to providing high quality and inclusive education for all.

Our Digital Support Team offers:

- Experienced and supportive staff
- A creative and collaborative working environment
- Innovative use of technology
- Work-based learning
- Opportunities for personal development
- Generous holiday entitlement
- Membership of the Local Government Pension Scheme through West Midland Pension Fund
- Access to the Cycle to Work Scheme

As a school we offer:

- A vibrant and exciting comprehensive school which is culturally and ethnically diverse
- Excellent examination results
- Outstanding student progress
- Well behaved students who are eager to learn
- Supportive parents who want the best for their children
- A large Sixth Form
- Modern and stimulating teaching facilities
- Excellent CPD opportunities at all levels

How to Apply

Please complete the application form available from our website (<https://hswv.co.uk/vacancies>) and return to recruitment@hswv.co.uk.

We strongly encourage prospective applicants to visit the school before applying. To arrange a visit, or to discuss this vacancy further, please contact Mr A Fedyk – School Infrastructure Manager: afedyk@hswv.co.uk

Closing date: Monday 16th March 2026 at 9am

Interviews: w/c Monday 16th March 2026

Highfields School is committed to safeguarding and promoting the welfare of children and young people

This post is subject to satisfactory pre-employment checks including an Enhanced DBS Check and 2 very good references. For full details, please see our Recruitment Privacy Notice available from our Trust

website: <https://www.lykos.org.uk/our-trust>



HIGHFIELDS SCHOOL

Job Description

Post Title:	Digital Support Apprentice
Purpose:	<ul style="list-style-type: none">• To support staff in their everyday use of ICT and digital technologies.• To support students in their everyday use of ICT and digital technologies.• To develop the e-confidence of all users by identifying specific needs and addressing these through training.• Effectively manage technical equipment across the school and ensure its fit for purpose operation.• To contribute to the smooth operation of the Digital Support Team.
Reporting to:	School Infrastructure Manager
Responsible for:	N/A
Liaising with:	All staff, students, parents/carers
Working Time:	Full-time - 37 hours per week, 52 weeks per year
Salary:	Apprentice Scales
Disclosure level:	Enhanced

Supporting Staff

- To assist with providing first line support for staff hardware and software-based issues.
- To support and train staff, as required, to be able to upload, access and share materials in Office 365.
- To identify minor problems and resolve, or refer to colleagues in the Digital Support Team as appropriate.
- Ensure staff are kept updated on the resolution of problems.
- Provide in-class support for staff using digital technologies.
- Assist teachers in training, set up and booking of classroom development equipment and new technologies.
- Investigate and advise on new technologies that can be used to improve procedures and ease staff workload.
- Respond to and organise requests for the provision of digital resources and technical equipment.

Supporting Students

- To assist with supporting students in their use of digital technologies to enhance their learning.
- To assist with providing first line support for students' hardware and software-based issues.
- Identify minor problems and resolve, or refer to colleagues in the Digital Support Team as appropriate.

- Support individual students in improving their learning through the use of technologies.
- Provide in-class support for students using digital technologies.
- To contribute to the promotion of the innovative use of digital technologies in students' learning.
- Promote the inclusion and acceptance of all students .
- Promote Online Safety at all times.

Technical Support

- Practise asset management; including maintenance of general equipment inventory, life cycle management and related documentation.
- Ensure technical equipment is in good working order through regular inspection and maintenance and repair where appropriate.
- Perform routine maintenance tasks on technical equipment.
- Ensure technical equipment is securely stored in identified locations.
- Prepare and set up technical equipment as requested.

ICT Support

- Support the School Infrastructure Manager in ensuring the school is at the cutting edge of new technology.
- Support with the development of web-based technologies across the school.
- Support the school's laptop build and maintenance programme.

Communications

- To communicate effectively with students and staff as appropriate.
- To follow agreed policies for communications in the school.

Marketing and Liaison

- Take part in marketing and liaison activities such as Open Evening.

Quality Assurance

- To implement and adhere to school quality procedures.
- To contribute to the process of monitoring and evaluation in line with school procedures including performance criteria.
- To contribute to the review and development of activities relating to technical functions.

Other Specific Duties

- To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example.
 - To participate in the school's Performance Management programme.
 - To promote actively the school's corporate policies.
 - To continue personal development as agreed.
 - To comply with the school's Health and safety policy and undertake risk assessments as appropriate.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description
- Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers

This job description is current at the date shown, but following consultation with you, may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title

Signed: Date:
Headteacher

Signed: Date:
Member of staff



HIGHFIELDS SCHOOL
DIGITAL SUPPORT TECHNICIAN
PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Grade 4 GCSE Maths and English (or equivalent)	✓	

EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working in a service-orientated environment		✓
Experience of working in an educational setting		✓
Experience of working with children		✓

SKILLS / KNOWLEDGE	ESSENTIAL	DESIRABLE
Understanding of Windows operating systems	✓	
Understanding of frontend cloud technologies, particularly Office 365	✓	
Understanding of the backend administration of Office 365 (PowerShell)		✓
Understanding of Windows 2016 – 22 server operating systems and Microsoft Azure portal		✓
CSS / Web design knowledge		✓
Experience of troubleshooting software and hardware of printers		✓
Understanding of Mac operating systems		✓
An ability to adapt to new systems and technologies	✓	
Good communication and customer service skills	✓	
Ability to use own initiative	✓	
Ability to work constructively both individually and as part of a team	✓	

OTHER	ESSENTIAL	DESIRABLE
Has a commitment to Safeguarding and promoting the welfare of children.	✓	
Personal presence and high expectations.	✓	
Positive outlook and strong work ethic.	✓	
Flexibility in working hours when necessary.		✓
Sense of humour.	✓	