



# Working at Lawrence Sheriff School



**IT SUPPORT TECHNICIAN  
APPRENTICE (LEVEL 3)**

# IT SUPPORT TECHNICIAN APPRENTICE (LEVEL 3)

37 hours per week - Monday to Friday, 52 weeks per year, fixed term – full time

Salary: First year - £15,000 – £18,000 per annum dependent on experience; Second year to be reviewed

Required from September 2025

## Apprenticeship Overview

Expected duration: 17 months  
Apprenticeship level: Advanced (Level 3)  
Programme: Information Communications Technician  
Number of positions: 2

During this apprenticeship, you will follow a fully supported training programme with LearnTech, delivered through combined weekly remote classroom-based training, workplace assessment/training and online learning working towards completing the Information Communications Technician standard.

The training covers the following core occupational duties:

<https://skillsengland.education.gov.uk/apprenticeships/st0973-v1->

***'This school is a truly special place. Pupils flourish here' Ofsted March 2022.***

Is your perception that, as a boys' grammar school, we will be overly traditional and elitist? Think again! If you want to become part of a calm and happy school community then Lawrence Sheriff may well be the place for you!

Lawrence Sheriff School is an outstanding boys' grammar school of approximately 1200 students, around 450 of whom are in our coeducational sixth form. As a National Teaching School, we have played a significant role in initial teacher training and continuous professional development across the region. Our Teaching School Hub status also enables us to offer all staff varied and interesting opportunities to enhance their practice.

If you are tech-curious, hands-on and ready to start a real career then this is your opportunity to step into the world of IT. This post is based in the IT Support Department and is the first point of call for requests made to the IT Helpdesk, providing a basic first line of technical support. The post holder will report to and work closely with the Director of IT Services, supporting and maintaining Lawrence Sheriff School's IT network infrastructure and PC hardware.

To download an application pack please visit our website: [www.lawrencesheriffschool.net](http://www.lawrencesheriffschool.net)

To apply please complete and return the job application and equality details forms to Personnel at [recruitment@lawrencesheriffschool.com](mailto:recruitment@lawrencesheriffschool.com). Please do not submit CVs, as only the job application form will be considered.

For further information please contact the Personnel department: Tel: 01788 843700, Email: [recruitment@lawrencesheriffschool.com](mailto:recruitment@lawrencesheriffschool.com)

Closing date for applications:

**09.00 am on Wednesday 13 August 2025**

*Lawrence Sheriff School is committed to safeguarding and promoting the welfare of children.  
The successful applicant will be required to undertake an Enhanced DBS check.*



# IT SUPPORT TECHNICIAN APPRENTICE (LEVEL 3)

## JOB DESCRIPTION

### **Key responsibilities**

This post is based in the IT Support Department and is the first point of call for requests made to the IT Helpdesk, providing a basic first line of technical support. The post holder will report to and work closely with the Director of IT Services, supporting and maintaining Lawrence Sheriff School's IT network infrastructure and PC hardware.

Note: This is a broad description of the types of duties/activities expected at this level, for illustrative purposes. This is not intended to provide an exhaustive list of duties.

### **Main Duties**

The range of duties associated with the role are likely to vary on a day-to-day basis. However, the job is likely to include:

- To be a member of the IT support team at Lawrence Sheriff School supporting in the delivery of the curriculum and maintenance of health and safety standards working under the guidance of the Director of IT Services
- Provide technical support for hardware, software/application, and network issues by diagnosing problems and implementing effective solutions to ensure minimal downtime and optimal performance
- Help manage the daily operations of the school network, clients, peripherals and software
- Support the installation and configuration of software and updates
- Manage efficient and timely responses to requests made to the IT Helpdesk – providing a basic first line technical support
- Help monitor and maintain network and server performance
- Escalate complex issues to senior IT staff
- Participate in IT projects and training sessions
- Proactively monitor and maintain the school's IT resources for safe and effective use by staff and students
- Support teaching staff in their use of IT in specific teaching and learning programs
- Support students in the appropriate use of ICT when required
- Set up equipment such as laptops, data projectors, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly – this may be in preparation for school assemblies or ensuring IT support is in place for Teaching School courses/events
- Assist with the auditing of hardware, software, and IT Support requests as needed
- Support the smooth implementation of specific IT projects
- Assist in the monitoring of the usage of ICT packages ensuring all legal requirements are adhered to
- Support the Director of IT Services in all IT related issues, monitor IT systems and follow routine maintenance procedures
- Attend relevant courses, or utilise other means to improve/update IT skills
- Assist users with technical issues by providing clear and helpful guidance, ensuring excellent customer service and high user satisfaction
- Report any issues or incidents to the Director of IT Services



- The post has responsibility for physical resources, involving the correct and secure handling and processing of information, maintenance of equipment, stock control of a limited range of supplies, and use of expensive equipment
- Create and maintain a data base of programmes, website links etc. linked to topics, ages and ability of pupils

### **General**

- Attend required meetings and training sessions
  - Undertake Health and Safety training to required standards
  - Support safeguarding and child protection measures and promote the welfare of students
  - Follow school policies, practices and procedures
  - Ensure that all duties and services provided are in accordance with the school's Equal Opportunities Policy
1. Complete all tasks to the highest possible standard
  2. Be punctual and discreet
  3. Have the ability to work on own initiative
  4. Report any issues or incidents to your appropriate supervisor
  5. Undertake any other duties/reasonable tasks that are within the spirit and the scope of the job purpose and its grading and as directed by the Headteacher
  6. Maintain confidentiality regarding matters relating to staff, students and other information related to the operation of the school

The above list is not a definitive guide to the duties associated with the post. The post holder will have the opportunity to develop the role and take on new challenges and is suitable for someone looking to develop their career within a busy school environment.



# IT SUPPORT TECHNICIAN APPRENTICE (LEVEL 3)

## PERSON SPECIFICATION

### Essential skills, characteristics and experience

- The nature of the role can be physical, so a good overall level of fitness is required
- An interest in IT which can be demonstrated through hobbyist activities such as building a PC
- Ability to work calmly, carefully and quickly under pressure
- Ability to deal courteously and effectively with adolescents and adults
- Ability to communicate effectively at all levels
- Ability to work independently and as part of a team
- Ability to use own initiative to prioritise effectively
- Commitment to high standards
- A willingness to undertake appropriate training
- Discreet
- Organised
- Flexible
- Confident
- Accurate

### Desirable skills

- A knowledge of using and maintaining IT equipment
- Work experience within an IT environment
- Working to tight deadlines
- Knowledge of managing servers and Apple OS
- Understanding of issues facing schools

### Requirements

It is a requirement to have five GCSE 9 - 4 grades or equivalent (including English and Maths) to apply for this type of apprenticeship.

If you do not have these grades but have completed numeracy and literacy Key Skills/Functional Skills at Level 2 you may also apply for these apprenticeships.

### Eligibility

You must meet the following eligibility criteria to apply for the role:

- Have been a UK/EEA resident for the last 3 years
- Hold valid residency status
- Have the right to work in the UK







**Lawrence Sheriff School opens doors  
for both students and staff.**

**Why not join us?**



Lawrence Sheriff School  
Clifton Road  
Rugby  
Warwickshire  
CV21 3AG

Telephone: 01788 843700

Email: [recruitment@lawrencesherriffschool.com](mailto:recruitment@lawrencesherriffschool.com)

Website: [www.lawrencesherriffschool.net](http://www.lawrencesherriffschool.net)

Instagram: [www.instagram.com/lawrencesherriffschool](https://www.instagram.com/lawrencesherriffschool)