
YEOVIL COLLEGE – JOB DESCRIPTION

Job Title:	IT Services Apprentice – Fixed term up to 24 months
Department:	IT Services
Responsible to:	IT Services Manager
Hours:	37 hours per week – full time
Salary:	Year 1: £15,435
Date of Issue:	July 2026

1. Job Purpose

Provide first line IT technical support for all problems escalated by our customers using the helpdesk or received from the IT Services Administrator; seeking technical support and advice from advanced tier support.

2. Key Roles & Accountabilities

- Use initiative and be proactive
- Provide technical support via a helpdesk ticketing system, remotely, face to face and over the phone.
- Diagnosing and resolving hardware/software problems.
- Take a structured and logical approach to ensure accuracy
- Building strong relationships with our customers to ensure high levels of service.
- Assist in the deployment of mobile devices whilst maintaining the college asset register and paper trails.

Key Objectives

- Maintain outstanding communication with both staff and students as part of the outward face of IT Services.
- Supporting a predominately Microsoft Windows network consisting of end-user PCs and mobile devices.
- Support Android and iOS devices.
- Desktop and mobile device deployment, updates, installation and maintenance.
- To learn and support various systems and software packages.
- To demonstrate the ability to prioritise workload and tasking for optimal efficiency
- Manage Helpdesk jobs in line with the college's SLA's, resolve or information record in the first instance and then escalate to 2nd Line engineers where appropriate.
- Gathering key information as required using remote connection tools and escalating where needed to 2nd line.
- Ensure any repair work is undertaken correctly in a timely manner against warranties.
- Contacting suppliers and companies for technical and warranty support.

- Help maintain inventory records of hardware and software, updating these records and adhering to department process to keep all systems in sync.
- Help to create and maintain up to date user support resources.
- Assist with the smooth running of ICT equipment on corporate days and evenings.

3. Other Duties

The Post Holder may be required to perform duties other than those given in the Job Description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post will be eligible for re-evaluation.

To participate in the College appraisal system and take responsibility for your own personal development.

4. Health and Safety

The post holder will agree, as part of the contract of employment, to comply with their duties under the Health and Safety at Work Act 1974, and any Health and Safety Regulations issued under the Act, and to cooperate with the College to enable it to carry out its health and safety duties under the Act. Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, may lead to disciplinary action.

5. Equal Opportunities

The College is committed to a policy of equal opportunities and all staff are encouraged to play their part in implementing the following College statement:

Yeovil College is an equal opportunities employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, nationality, ethnic or national origins, sex, marital status including civil partnership, disability, age, sexual orientation, faith or belief, transgender, pregnancy and maternity, responsibility for dependants, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Selection criteria and procedures will be frequently reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities. All employees will be given equality of opportunity and, where appropriate special training, to progress within the organisation. The College is committed to a programme of action to make this policy fully effective and actively advances Equality of Opportunity.

6. Safeguarding

Yeovil College is committed to prioritising and promoting safeguarding and protecting all children, young people and vulnerable adults from harm whatever, their age, gender, ethnicity, disability, language, faith and or sexual orientation. The term 'safeguarding children and young people' embraces both child protection and a preventative approach to keeping young people safe. 'Safeguarding' therefore encompasses learner health and safety, bullying, meeting the medical needs of those with medical conditions, providing first aid, security, support / safeguarding from drugs and substance abuse etc. This policy is applicable to all learners, staff, volunteers and visitors to Yeovil College as well as children who are in the care of learners whilst on placements and/or employees of Yeovil College.

Yeovil College – Person Specification

Post: IT Services Apprentice

	Essential	Desirable
Previous Experience	• Experience configuring and troubleshooting Windows desktop PCs. • Troubleshooting – engaging with users to identify issues and resolve root causes. • Experience using Microsoft Office 365 Applications	• 1 year of experience delivering 1st line desktop support. • Experience with Android, Apple MacOS and iOS. • Networking troubleshooting experience. • Experience of working in a customer focused environment.
Qualifications	• Good general education to GCSE level 2 or equivalent. Including English & Maths grade 4 (C) or above. • GCSE level 2 or equivalent ICT qualification grade 4 (C) or above.	• A relevant level 3 qualification. • Other relevant professional IT qualifications.
Special Skills/Aptitudes	• A strong awareness of the importance of first-class internal and external customer care. • An ability to create and contribute to effective teamwork. • Excellent IT skills. • Willingness to constantly update IT skills.	• Familiar with using helpdesk software. • Familiar with supporting Microsoft Outlook and Teams.
Personal Attributes	• Excellent interpersonal skills shown by the ability to communicate clearly and effectively at all levels. • Able to work accurately. • Able to plan and prioritise workloads, often with conflicting demands, to ensure deadlines are met. • Able to work with a minimum of supervision.	▪ Willing to work in a busy environment. ▪ Able to work as part of a team under the guidance of Senior IT Services Engineer / Manager.
General	▪ Able to work occasional evenings by prior arrangement. ▪ Some weekend work by prior arrangement.	

Ability to demonstrate the College values	• Aspirational – High ambition, expectation, and effort. • Collaborative – In it together. • Exceptional – Innovative and enterprising. • Team YC – Doing amazing things.	
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Where aspects of the person specification are shown as 'desirable' it is understood that the knowledge, skills or experience required could be achieved through relevant training which the College is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidates' ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children and vulnerable adults. The candidates will also be tested with regards their openness to diversity.

Employment Checks

The appointment is subject to Yeovil College obtaining medical, Disclosure and Barring Services clearances, evidence to show you are legally entitled to work in the UK (under the Immigration, Asylum and Nationality Act 2006) and employment references satisfactory to us and evidence of relevant qualifications to the post.

Please note that if the above clearances and references are not consistent with the information provided by you then your offer of employment may be withdrawn.

Please be aware that this post requires an Enhanced DBS check based on the specific duties of the position.

The Police Act 1997 provides a statutory basis for certain criminal record checks to be used by establishments, to safeguard children and vulnerable adults to provide information on anyone seeking to engage in activities with children and young people which are exceptions to the Rehabilitation of Offenders Act 1974. Working at the College could involve substantial access to young people or vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act 1974.

You must therefore disclose any cautions, convictions or pending prosecutions you may have, even if they would otherwise be regarded as 'spent' under this Act.

A conviction will not necessarily be a bar to employment at Yeovil College. Ask a member of HR for our 'statement on the recruitment of ex offenders'.

In performing our registered body duties, the College follows the Disclosure and Barring Service code of practice, and our Disclosure & Barring Service Handling Policy 2016. Both these documents are available upon request from the HR team. The DBS Code of Practice can also be found

here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/474742/Code_of_Practice_for_Disclosure_and_Barring_Service_Nov_15.pdf