



Marlborough College

JOB DESCRIPTION –Apprentice IT Technician

The aim of this job description is to provide information to define the function of your position within the organisation and to inform the jobholder of their duties. This information is also used for recruitment, training, and job evaluation and to help set objectives and performance reviews.

Position:

Apprentice IT Technician

Department:

Information Technology Services (ITS)

Reporting to:

Director of IT

Hours of Work:

35 hours per week – Monday to Friday

9am – 4.30pm

52 weeks per year

Some flexibility may be required to support College events or out-of-hours maintenance.

Holiday:

25 days annual leave plus 8 Public Holidays.

Bank Holidays falling during term time may be normal working days, with time off in lieu included in the holiday calculation.

Holidays should not normally exceed one week in either the Easter or Christmas breaks and not exceed two weeks in the summer break unless by prior arrangement.

The College

Founded in 1843, Marlborough College is the largest co-educational boarding school in the country, set in the picturesque market town of Marlborough and surrounded by the beautiful Wiltshire countryside. The College has over 1,000 pupils aged 13–18, the majority of whom are full boarders.

The College's mission is to deliver the best independent, co-educational, full boarding education in the UK and to be recognised for this globally. Our vision is to be a leading, outward-looking, and inclusive school where children with potential are given the opportunity to make a difference to society.

Further details about Marlborough College can be found online at www.marlboroughcollege.org.

Location of Work:

Based within the College IT Department, located on the main College site in Marlborough. Work may also take place across the wider College estate as required.

To Work With:

You will work closely with the IT Support team and other members of the Information Technology Services department, providing support to staff and pupils across the College.

Overtime:

There may be occasional requirements to work additional hours in support of College events, network maintenance, or term start/end activities. Where appropriate, overtime or time off in lieu will be provided.

Main Duties and Responsibilities:

- Assist in providing first-line IT support to staff and pupils, responding to helpdesk tickets and general technical queries.

- Learn to install, configure, and maintain hardware (PCs, laptops, tablets, printers, projectors, etc.).
- Support users with software installation, troubleshooting, and updates under supervision.
- Learn to assist with network connectivity issues, including Wi-Fi, cabling, and access points.
- Help maintain accurate records of IT equipment and asset tracking.
- Support classroom and office technology, including interactive displays and AV systems.
- Assist in setting up IT equipment for meetings, events, and exams.
- Learn and follow all relevant College IT policies, including data protection, acceptable use, and cybersecurity.
- Maintain a professional and customer-focused approach in all interactions with staff, pupils, and visitors.
- Participate in regular training, both on-the-job and off-the-job, as part of the apprenticeship programme.

Training:

- You will be enrolled in the Level 3 Information Communications Technician Apprenticeship.
- You will attend regular off-the-job training and complete coursework, assessments, and practical learning as part of your qualification.
- You will receive structured mentoring and guidance from experienced IT professionals at the College.
- You will undertake mandatory online College training (e.g., Health & Safety, Fire Safety, Safeguarding, and Data Protection).

Person Specification

Essential:

- A genuine interest in IT and technology.
- Willingness to learn and follow instruction.

- Good problem-solving skills and attention to detail.
- Reliable, punctual, and hard-working.
- Strong communication and teamwork skills.
- A positive attitude and professional manner.

Desirable:

- Some prior experience or knowledge of IT systems, troubleshooting, or networking (voluntary, educational, or paid).
- GCSEs (or equivalent) in English and Maths.
- A desire to pursue a career in IT support or systems administration.
- A clean UK driving licence (if over 17).

Policies & Procedures

The postholder must familiarise themselves with all College policies and procedures and comply with them at all times, ensuring that their own job role procedures are regularly reviewed and updated.

Confidentiality & Data Protection

The postholder must maintain the confidentiality of information about students, staff, and others, and meet the requirements of the Data Protection Act and GDPR at all times.

Health & Safety

Employees must comply with the Health and Safety at Work Act (1974) and related legislation, following all agreed procedures to maintain a safe working environment. All staff must consider the health and safety of themselves and others as an integral part of their job and comply with the College Health & Safety Policy.

Safeguarding

All staff are responsible for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they may come into contact.

Staff must adhere to and ensure compliance with the College's Safeguarding Policy at all times.

The successful candidate will be required to undertake safeguarding training and an enhanced DBS check prior to starting employment.

Performance & Development Review (PDR):

You will meet with your manager at least once a term to:

- Discuss and agree your objectives.
- Give and receive constructive feedback on performance.
- Identify development opportunities to enhance your contribution to the College.

Job Description Review

This Job Description outlines the purpose and key tasks of the post and is not an exhaustive list. Duties may vary from time to time, reflecting the needs of the College and supporting your professional development. Job descriptions are reviewed periodically by the line manager in consultation with the postholder.