



Technical Services Assistant IT Apprenticeship

Based at Sunfield School and Children's Home, Clent, DY9 9PB

Apprenticeship Salary Rates applicable to this role

**40 hours per week, 52 weeks per year
Fixed Term 15 months.**

Sunfield School and Children's Home, part of the Ruskin Mill Trust Group, is located in the stunning Clent Hills. Sunfield provides innovative and experiential education for children and young people with Autistic spectrum Conditions and special learning needs, developed out of the inspiration of Rudolf Steiner, William Morris and John Ruskin. Set within 58 acres of idyllic parkland, nestled on the slopes of the Clent Hills, we are an independent residential special school and charity who support young people, aged 6-19 years, with complex learning needs, including Autism and PDA.

As a Technical Services Assistant you will receive on the job training and support whilst providing first line support for the information technology systems / hardware. You will be required to assist the Technical Services Manager with the administration of the network and servers.

Main duties will include:

- Providing first line user support to staff and students as required using the desktop systems, including dealing with operational problems such as hardware faults and software incompatibilities;
- Assist in the maintenance of relevant management and system administration records such as user requests and action taken, asset records, software records and maintenance requests and outcomes. Undertake a schedule of PC "health checks" and ensure effective deployment/utilisation of anti-virus software;
- Assist with the administration and development of the desktop and office network systems as required, including user administration, maintenance of the Office E-mail system, Internet Filter Software and ensuring that the security procedures for the desktop system within the office network are appropriate and are being followed.

Sunfield and Ruskin Mill Trust are committed to staff training and development and an interactive induction is provided, giving the opportunity to experience the craft and the student experience.

Sunfield and Ruskin Mill Trust are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undergo a Disclosure and Barring Service Enhanced Level Disclosure. Sunfield is committed to becoming an equal opportunities employer.

Closing date: 21st January 2019, 9am

To request an application pack, please visit our website: www.rmt.org/jobs. Completed application packs should be returned to recruitment@ghc.rmt.org or to The Human Resources Department, c/o Glasshouse College, Wollaston Road, Amblecote, Stourbridge, DY8 4HF. **(No AGENCIES or CV's)**

