



## ICT APPRENTICE

### **The College**

Founded in 1847 by William Gladstone and others, Glenalmond College is a fully co-educational boarding and day school, set in the stunning Perthshire countryside and enjoying magnificent grounds of over 300 acres in an unrivalled setting at the edge of the Highlands. There are currently around 350 pupils at Glenalmond between the ages of 12 and 18. There are four boys' boarding houses and three girls' houses.

The School has excellent academic and extra-mural facilities. In addition to cricket, rugby and lacrosse pitches, there are tennis courts, squash courts, a grass athletics track and a nine-hole golf course, a swimming pool, a sports hall and an all-weather playing surface. The Robin Thomson Theatre building is the venue for our drama and musical productions. The School has a strong CCF contingent, an outstanding Duke of Edinburgh's Award Scheme, and a Community Service programme which operates locally on a regular basis.

### **The Position**

Working to gain an SQA Diploma for IT & Telecommunication Professionals at SCQF Level 6/8, you will provide desktop and laptop support throughout the College and participate in the daily functions of the IT Department's Support Services Team to ensure they meet service level goals, as well as provide exemplary customer service and support to their clients.

### **The Department**

The importance of ICT within the College has grown over recent years as have the demands placed upon this business area.

### **Principal Accountabilities**

- Support desktop, laptop, mobile and other devices (such as printers, interactive boards and projectors)
- Work within the team on installation, maintenance and application of patches, revisions, troubleshooting, repair and vendor support
- Assist with the delivery of ICT infrastructure projects
- Maintain printer supplies and report faults
- Manages helpdesk tasks and participants in the daily activities of the Support Services Team
- Provide good verbal and written communication with staff and students
- Update ICT policy and user documentation

- Maintain asset management system with changes.

#### **Other Duties**

- To comply with policies and procedures relating to child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person.

**These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.**

#### **Terms**

Hours of work are 35 each week and salary for this role is circa £10,000 - £12,000. Complimentary refreshments during hours of work, a good working environment as part of a close-knit team.

#### **Applications**

Glenalmond is committed to safeguarding and promoting the welfare of children: applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers/Disclosure Scotland at enhanced level. Appointments will be conditional on references acceptable to the College and sight of original qualification certificates.

All applications must be made on the College Application Form.

Detailed information about Glenalmond, together with a copy of this job description and an application form, can be found at <https://www.glenalmondcollege.co.uk/about-us/job-vacancies/>

Please return completed applications either by post (marked Private & Confidential) to: The HR Manager, Glenalmond College, Perth, PH1 3RY or by email to [barbaraclark@glenalmondcollege.co.uk](mailto:barbaraclark@glenalmondcollege.co.uk)

***Closing date for this post is by close of play Friday 13 September 2019, although we reserve the right to interview and appoint at any time in the recruitment process.***