



New College Durham Academies Trust is a multi-academy trust that currently comprises of two large Academies: Consett Academy and North Durham Academy, located some six miles apart in North West Durham. Both Academies are located in multi million pound new builds, offering unrivalled state of the art facilities for our students and communities in Consett and Stanley.

The Trust is seeking to appoint two suitably qualified and motivated apprentices to join our IT team, within our wider Corporate Services team. Recent developments within the IT Service means it is an exciting time to join our Trust, in these newly established roles.

ICT Apprentice x 2 (1 based at Consett Academy and 1 based at North Durham Academy)

Salary £136.90 per week, rising to National Minimum Wage in the second year

The successful applicants will work within the team and deal with all aspects of Information, Communication and Technology supporting the various functions of the Academies and the Trust.

Activities within the Team include:

- Develop knowledge and skills to install, connect, support, maintain, repair and manage ICT hardware, software and peripheral equipment.
- Develop skills to provide 1st and 2nd line ICT support to Trust staff with a high level of customer service.
- Collect, deliver and set up ICT equipment for our staff as required.
- Work within the service desk software and escalate incidents where appropriate.
- Support and maintain the IT inventory
- Take ownership of and resolve user incidents and be proactive when dealing with user issues

A calm manner and some knowledge of the principles of computer set up, networking, IT trouble shooting and Microsoft Office products including Sharepoint will be of benefit. Training will cover a number of service desk tasks and access to various systems to allow the necessary experience to facilitate entry criteria towards an appropriate IT qualification – which the successful candidates will be enrolled and expected to study.

Ideally, applicants should either hold or expect to achieve 3 A Levels or equivalent, grades A*-C, together with an essential requirement of an A*-C or 9-4, in Maths and English GCSE or Level 2 in Literacy and Numeracy (or equivalent).

Subject to satisfactory performance and successful completion of an appropriate qualification, there is an expectation that this role will lead to full time employment. Applicants must therefore be committed to continuous professional development and supporting the implementation of the Trust's vision and values to ensure policies and procedures are promoted and adhered to.

To download an application pack, including job description, person specification and application form, please visit either of our websites:

www.northdurhamacademy.co.uk/vacancies or www.consett-academy.org.uk/vacancies

Please **do not** attach copies of CV's/qualification certificates. Only the information detailed on the application form will be used as part of the short-listing process. Applications from recruitment agencies will not be accepted.

Email completed applications to HR@ncdat.org.uk by **Midday Thursday 16th August 2018**. **Please note: we anticipate interviews taking place week commencing 27th August 2018.**

Applicants should assume they have been unsuccessful if we have not contacted them within 28 days of the post-closing.