



OUNDLLE

School

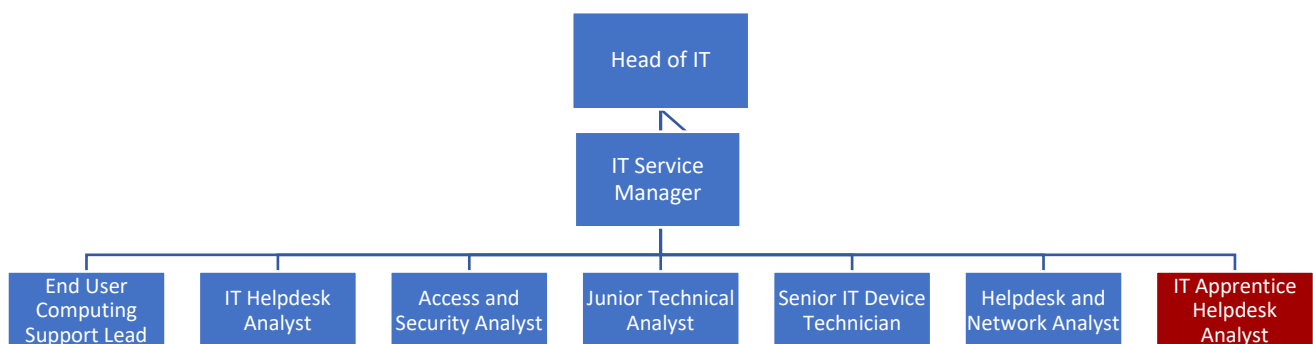
Apprentice IT Helpdesk Analyst

Oundle School was established in 1556 and is one of the country's leading co-educational boarding and day schools. The School has 860 boarding and 260 day pupils, with 250 day pupils aged 4 – 11 attending Laxton Junior School. The School has a turnover in the region of £40m and a staff of approximately 800. The School prides itself on being associated with the best in modern independent school education. This would not be possible without the invaluable contribution made by the dedication, hard work and professionalism of the support staff functions.

The School is supported by a number of operational departments, headed by the Bursar; these include Finance, Estates, Catering, Operations, IT, Marketing, Fundraising etc. The School is a fast-paced, responsive environment that attracts highly competent professionals who demonstrate empathy, resilience adaptability.

About the department

The IT Department is fundamental to the strategic development of the School and to the tuition of pupils. It is also central to the administration and organisation of the School.



About the role

The role of Apprentice IT Help Desk Analyst plays an integral part in helping the School and the IT Services team deliver IT applications and infrastructure for the School across different functional and technical areas.

The Apprentice IT Help Desk Analyst acts as the routine contact point for the IT Service, receiving and handling requests for support. The role responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution, it provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. The role will involve direct contact with Support Staff, Academic Staff and Pupils.

The role contributes to the creation of support documentation, provides first line investigation and gathers information to enable incident resolution and allocate incidents. The Apprentice IT Help Desk Analyst advises relevant persons of actions taken and produces reports and analysis to support asset management activities and aid decision-making. The role also acts as the routine contact point between the organisation and suppliers, supporting the resolution of supplier-related incidents, problems, or unsatisfactory performance. As well as collecting and reporting on supplier performance data.

Role specification

Customer service support (30%)

- Receives and handles requests for support. Responds to a broad range of service requests by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues, incidents and problems as appropriate.
- Escalate issues outside your skills/experience to more senior staff.
- Applies customer services standards to track, monitor, report, resolve and/or escalate issues, incidents and problems. Contributes to creation of support documentation.

Incident Management (20%)

- Following agreed procedures, identifies, registers and categorises incidents.
- Gathers information to enable incident resolution and promptly allocates incidents as appropriate.
- Maintains records, in accordance with procedures, and advises relevant persons of actions taken.
- Documents and closes resolved incidents according to agreed procedures.

Problem Management (20%)

- Initiates action to resolve problems in systems and services. Documents such incidents and problems within the defect/problem reporting system. Matches unresolved incidents against existing problems, known errors and other incidents.
- Assists with the implementation of agreed remedies and preventative measures, in close liaison with the service desk, Incident management, change management, other support teams, configuration management and asset management functions.
- Supports service level management in monitoring the impact of problems on agreed service levels.
- Produces reports on defect/problem reporting data (e.g. data extracted from the known error database and/or configuration management system). Takes agreed actions as directed relating to problem investigation and resolution within the allotted timescales.

Application Support (10%)

- Within own area of competence (and following agreed procedures) investigates, identifies and resolves issues, incidents and problems relating to applications.
Within own area of competence, provides correct responses to requests for support by means of for example: making modifications to system parameters, developing workarounds or site-specific enhancements, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to systems development staff or software suppliers. Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Monitors the progress of requests for support and keeps users and other interested parties informed.
- Liaises with systems development staff or software suppliers on the development of system enhancements to overcome known problems or further fulfil user requirements.

Change Control (10%)

- Document change and circulate change documentation to stakeholders.
- Applies change control procedures.
- Tracks, and may assist with the development and/or implementation of, approved changes.
- Responds to queries from clients/users and contacts clients/users (for whom change management service is provided) to raise queries and provide information on status of change etc.

Asset Management 10%

- Keeps accurate records of changes to IT assets as directed,
- Assists with the control of IT assets in specific areas, administering the acquisition, storage, distribution, movement and disposal of assets.
- Produces reports and analysis to support asset management activities and aid decision making.
- Applies tools, techniques and processes to create and maintain an accurate asset register.

Safeguarding, Health and Safety and Welfare

- Act at all times consistently with Oundle School's Safeguarding Policy, associated procedures and standards of behaviour and in line with Keeping Children Safe in Education (KCSIE) Part 1 and Annex B.
- Support the School's Prevent Strategy as outlined in the Prevent Policy in the Staff Handbook, ensuring that visitor and other relevant protocols are observed.
- Demonstrate an appreciation for the importance of diversity, through your actions and behaviours, with the School's Equality, Diversity and Inclusion Strategy.
- Ensure compliance with the School's Health and Safety policy and requirements.
- Carry out any other duties commensurate with the post as may be reasonably required by your Line Manager.

Person Specification

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application and completing the application form to ensure that their application and suitability reflects the essential requirements of the role.

The selection of candidates for short-listing will be based on this specification. Candidates should bear this in mind when preparing their application and completing the application form.

Qualifications	Essential	Desirable
Educated to GCSE standard grades A – C or equivalent in English and Maths	✓	
Has good understanding of the activities of the employer or client and appreciates the importance of the customer service task to the business.	✓	
Has achieved proficiency in any SFIA Service management role at level 2.		✓
Full UK driving licence	✓	
Competencies, Skills and Experience	Essential	Desirable
Ability to acquire a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts. Selecting the appropriate method/tool to resolve the problem and reflecting critically on the result, so that what is learnt is identified and assimilated	✓	
Ability to identify gaps in the available information required to understand a problem or situation and devising a means of resolving them.	✓	
Ability to be agile and responsive, retaining objectivity and proper understanding of a problem or situation within a busy working environment.	✓	
Understand the needs of the internal or external customer and keeping these in mind when taking actions or making decisions.	✓	
Applying specific quality standards to all tasks undertaken to ensure that deliverables are accurate and complete.	✓	
Willingness to establish relationships, and ability to contribute to an open and inclusive culture and maintaining contacts with people from a variety of backgrounds and disciplines. Ability to adapt style and approach to meet the needs of different audiences.	✓	
Experience with Microsoft Desktop and Server Operating Systems, Microsoft Active Directory and Microsoft Azure		✓

Experience with access control systems, any tool or system which provides security access control (i.e. prevents unauthorised access to systems).		✓
Experience of the business environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners and competitors), in particular those aspects of the business that the specialism is to support (i.e. localised organisational awareness from a technical perspective)		✓
Experience of incident management tools, including interrogation of incident database, creation of parent and child incidents, creation of queries to seek trends and use of known error logs/ databases.		✓
Experience of customer service techniques for identifying, gathering and validating customers' needs in the delivery of IT services.		✓
Understanding of Service Level Agreements (SLAs), their purpose and composition.		✓

Essential personal qualities

Excellent communication skills at all levels including written reporting

Proven ability to build key client relationships

Proven ability to manage conflicting stakeholders

Excellent Time management and organisational skills

Able to learn on the job and have a flexible approach to working

Team player, enthusiastic and self-motivated individual

Able to champion the need for diversity; safeguarding and respect for British values (as defined under Prevent Duty)

The person in this role must hold, and continue to hold, a current, valid UK driving licence. The job holder may be requested to produce this at any time upon reasonable notice. Any endorsements or "points" on a current driving licence must be reported and declared to the Line Manager.

It is the shared responsibility of the jobholder and their manager to ensure that job descriptions are kept up to date.

All roles at the School are classed as 'regulated activity' as per the Keeping Children Safe in Education 2024 guidance, therefore a good understanding of safeguarding procedures is essential on employment.

THE SCHOOL IS AN EQUAL OPPORTUNITIES EMPLOYER

Employment Information

The role is subject to a six-month probationary period. On completion, you will be expected to participate in the School's appraisal system.

All members of staff are appointed to the School as a whole and may reasonably be asked to undertake similar or related duties in a department or team other than that to which they were originally appointed, or for any subsidiary company.

The School is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment. All staff appointed to the School are required to be checked through the Disclosure and Barring Service, and to provide evidence of identity, evidence of their entitlement to work in the United Kingdom, and evidence of qualifications deemed essential to the role, or declared on their application form.

- **Start date:** To be confirmed, subject to clearance of pre-employment checks (typically 4-6 weeks) and notice period.
- **Contract:** Permanent
- **Working weeks:** 52 weeks
- **Hours of work:** 40 hours per week, 8am to 5pm Monday to Friday, plus 1 in 4 Saturday mornings in term time. You are entitled to a daily one-hour meal break. All meal breaks are non-working hours and unpaid.
- **Salary:** As this role is an entry-level apprenticeship, the salary will be determined according to the relevant National Minimum Wage or and National Living Wage rates. You will be paid each month through the year.
- **Holidays:** Holidays are not to be taken during Oundle School term time. 24 days' paid holiday in each complete holiday year, plus seven public holidays. This is pro-rata for part-time staff There is a requirement to work any Bank Holiday when the School is in operation (currently the first May day).

To apply, please visit our Recruitment website at: www.oundleschool.org.uk/vacancies

Closing date for applications is on Tuesday 31 March 2026, 9am
Interview date to be agreed with shortlisted candidates.

If you have any questions about the role, please contact:

Human Resources
Oundle School, The Bursary, Church Street, Oundle, Peterborough, PE8 4EE
Email: opportunities@oundleschool.org.uk / Tel: 01832 277193

