



IT Apprentice

IT Support Technician Level 3

(Managed Services Team)

Location:	This is a multi-site role that includes travelling between 2 schools in Southampton (1/4 mile radius)
Contract:	37 hours per week, term time plus 2 weeks (41 weeks per year) Fixed term for the duration of the apprenticeship course
Salary:	Grade 2 (£24,414 FTE) Actual Salary: £22,019 (for working 41 weeks) Plus, level 3 IT support technician apprenticeship course fully funded
Start Date:	November 2025 (earlier start date possible)
Application deadline:	Friday 31 October 2025, noon
Interview date:	To be arranged on an individual basis

Job Summary:

Hamwic Education Trust (HET) is a large, fast-paced multi-academy trust with currently 37 schools across the South Coast: Portsmouth, Southampton, Poole and Dorset.

We are seeking to appoint a highly motivated IT apprentice who is keen to develop into the role of IT Technician. You will receive a thorough induction and training plan to become the main point of contact for all teaching and support staff in schools and to respond to IT issues and incidents. You will carry out initial logging, prioritisation and troubleshooting of incidents aiming to resolve the issue with support from the IT Team where needed. Within this role you will learn to manage the servers, networks, hardware and software installations within the schools.

Reporting to the IT Manager, you will work alongside an experienced team, offering ample opportunities to learn and expand your knowledge. You will have the opportunity to 'earn while you learn' spending four days a week in our schools and dedicating the fifth day to training and learning new skills or studying towards your Level 3 IT Support Technician Apprenticeship qualification.

We are seeking a professional individual who:

- Is highly motivated to learn new IT skills to become an IT professional
- Has excellent communication and interpersonal skills
- Can work to their own initiative, using time efficiently
- Can complete work to a high standard
- Is flexible in their approach to working across schools

If you are you looking for your first role in IT, join our IT apprenticeship programme and take your first step into a technical and people-focused profession.

Benefits of HET IT Support Technician Apprenticeship:

- A welcoming team that values your growth and development
- A real career path in a thriving and respected organisation
- Develop the skills and knowledge required of an IT Support Technician
- A mentor to provide support through the apprenticeship course
- IT apprenticeship delivered by an excellent provider

What we offer you:

- An opportunity to be part of a collaborative managed services team with a shared vision of excellence
- Wellbeing day (trial for 2025/26)
- Excellent training and development programmes and opportunities
- Eligibility to join the Local Government Pension Scheme
- Generous holiday entitlement, increasing with length of service
- Access to our benefits portal offering a full range of discounts available through Lifestyle Savings
- Access to Wellbeing Support through our Employee Assistance Programme, this includes free confidential telephone and face to face counselling for employees and family members
- Blue Light card

About Hamwic Education Trust:

HET is fully committed to developing an outstanding workforce. We are a friendly and supportive community of professionals working hard to ensure that our schools are enabling children to grow and develop for the future.

We have talented staff working in leadership, teaching and support roles throughout our schools and committed professionals working in the Managed Services team covering education, safeguarding, HR, IT, finance and estates. This experienced team supports our schools and is responsible for the successful delivery of our multi-academy trust.

As an employer, we support our staff to grow through continuing professional development and there is a range of apprenticeships and other opportunities available throughout the Trust to extend your knowledge, skills and career prospects.

HET celebrates the uniqueness of our pupils, our staff and our schools and we aim for everyone to achieve their full potential through the pathways of opportunities available.

Application Procedure:

If you would like to discuss the role further, please contact our IT team by emailing recruitment@hamwic.org to arrange an informal chat.

If you wish to apply for this position, please complete an application form which can be found at www.hamwic.org/category_vacancies/managed-services/ and return to recruitment@hamwic.org
CV's will only be accepted along with a completed application form.

Please note, we may close the advert prior to the advertised closing date should we have sufficient applications. We strongly encourage prospective applicants to apply as soon as possible.

Hamwic Education Trust (HET) are committed to safeguarding and protecting the welfare of our pupils and we expect all staff and volunteers to share this commitment.

All posts are subject to a safer recruitment process which includes enhanced criminal record and barring checks, scrutiny of work and training history, robust referencing, and other vetting checks.

Our safeguarding system is underpinned by a range of policies and procedures which encourage and promote safe working practice across HET.

All HET employees you will be required to undergo continuous professional development to maintain safe working practices and to safeguard our pupils.