

Victoria Academies Trust is seeking a passionate and motivated IT Apprentice to join our dedicated team. As a Multi Academy Trust operating across the West Midlands, we currently support a family of ten schools, including Elm Tree Primary Academy, a special school for autistic children in Sandwell. Our mission is to empower all of our students, staff, and communities to be the best they can be, and our core values—Unity, Integrity, Courage, and Curiosity—guide us in achieving excellence. This is a fantastic opportunity to develop your IT skills in an environment that fosters innovation, growth, and success for all.

In this role, you'll work towards your Level 3 IT Support Apprenticeship, delivered by our expert training team.

Typical Daily Duties:

- Working on a ticket system responding to support requests
- Involvement in password resets, anti-virus configuration and encryption
- Issues to be escalated to 2nd line support if necessary
- Use a range of different communication methods through phone, email, messaging, video calls and ticketing systems
- Install and configure hardware such as RAM CPU etc
- Installing printers and new PC's across the school
- Installing and reconfiguring operating systems

Desired Skills, Qualities, and Experience:

- A general interest and passion in IT
- IT hobbyist
- A willingness to learn on the job
- Good communication skills
- A Grade 5/C in English and a Grade 4/C in Maths is required for this role
- Good trouble shooting skills

Salary, Hours, and Benefits:

- £11,176.96 per annum (in line with apprenticeship pay rates)

- Term time only – Monday – Friday + 2 weeks in the school holidays
- Annual pay reviews
- Transparent salary framework
- Local government pension scheme
- Tailored growth
- Leadership opportunities
- Employee benefits package including discount on gym membership and leading shops
- Cycle to work scheme
- Flexible working policy

Your Training with Us:

Embark on an exciting journey with our expert training team, gaining the skills, qualifications, and hands-on experience needed to excel in IT support.

Next Steps:

Ready to launch your IT career with us? Send us your application today! Once we receive your CV, our recruitment team will guide you through the next steps, including an informal chat and a formal interview if shortlisted.

Eligibility Criteria:

You must have the right to work in the UK and valid residency status to apply for this apprenticeship.

A car or access to a car is essential as you will be required to travel to different school sites.

Take the first step towards a rewarding career in IT support and apply now!