

**Trust Network and Cloud Support Apprentice  
Candidate Information Pack**

March 2025



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Dear Applicant,

Thank you for taking an interest in our role of Trust Network Cloud and Support Apprentice at Yorkshire Causeway Schools Trust.

This is a great time to be joining the Trust as it continues to build on the strong foundations that have been established since it was formed in 2015.

Our Trust mission statement says it all:

**“Where everyone is valued and respected, where we share commitment to education that is ambitious, setting the highest expectations and where integrity is the foundation.”**

We are excited by the opportunities that this role will present someone, and our network team are committed to providing you with the support you need to be effective in the role.

The advert, job description and person specification are included in this pack. Further information about the Trust, including information about our schools can be found at [yorkshirecauseway.co.uk](http://yorkshirecauseway.co.uk)

We are confident that new staff joining our Trust will feel welcomed and happy to have chosen us. We hope you find the post interesting and enticing and that if you have the right skills and aptitude, you will apply.

Yours faithfully

**Karol De Lehenstein Collins**  
**Digital Technology Lead (Interim)**

## Network and Cloud Support Apprentice

Hours:	37 hours per week, full time, full year
Working pattern:	Monday to Friday
Salary:	National Minimum Wage for Apprentices
Base:	St Aidan's Church of England High School, Harrogate
Start date:	As soon as possible

Yorkshire Causeway Schools Trust requires a highly motivated and eager to learn individual to join our network team as a Network and Cloud Support Apprentice.

You will need to be flexible in your approach, undertake a range of duties and have excellent communication and people skills. Working knowledge of ICT would be desirable.

### Some Benefits of the Role:

- Earn while you learn with a nationally recognised qualification.
- Gain real-world experience in a school business environment.
- Receive mentorship and support from experienced professionals, to develop a broad skill set.
- Possible progression opportunities within Yorkshire Causeway Schools Trust upon successful completion of apprenticeship.
- Membership of the Local Government Pension Scheme
- 25 days annual leave per year plus bank holidays.
- Access to an Employee Assistance Programme, for both you and your immediate family members.
- Free annual flu jab.

### How To Apply

The Trust is partnering with Baltic Apprenticeships, in the recruitment of this post. All applications are to be made directly to Baltic through their website the details of which can be found here [IT Apprenticeship - Baltic Apprenticeships](#)

The Trust is committed to safeguarding and the promotion of the welfare of all children and the prevention of extremism. We expect all staff and volunteers to share this commitment. Successful applicants will be required to provide references, undertake an enhanced check through the Disclosure and Barring Service and comply with the Safeguarding Policy and Child Protection Practices of Yorkshire Causeway Schools Trust

The Trust has a strong commitment to achieving equality of opportunity in its academies and in the employment of staff. The postholder will ensure that the Trust meets its statutory obligations in relation to all aspects of equality legislation.

## **Job Description: Network and Cloud Support Apprentice**

Salary : National Minimum Wage for Apprentices

Base: Trust Offices, St. Aidan's CE High School, Harrogate

Contract: Fixed Term, 37 hours per week, full year

Yorkshire Causeway Schools Trust requires a highly motivated and eager to learn individual to join our network team as a Network and Cloud Support Apprentice.

You will need to be flexible in your approach, undertake a range of duties and have excellent communication and people skills. Working knowledge of ICT is desirable.

### **Main Purpose of Role:**

To work as part of the Trust ICT support team to primarily maintain Trust infrastructure, services, and solutions and provide friendly and efficient support to staff and students of the member schools within the Trust or other schools supported by the Trust when required.

The postholder will report to the Senior IT Officer for line management purposes.

### **Potential Career Development:**

Potential career development opportunities may include progression onto Level 4 or a degree, with associated salary increases and the possibility of a full-time position. Subject to performance and business needs.

### **Duties and Responsibilities:**

- **Provide comprehensive first-line IT support:** This includes delivering friendly and efficient customer service to staff and students through phone calls, ticketing systems, and remote assistance, demonstrating empathy and a customer-focused approach.
- **Contribute to the effective operation of the Trust ICT infrastructure:** Work collaboratively within the ICT support team to maintain and ensure the functionality and security of all ICT facilities across the Trust's schools, including assisting with basic cyber security tasks, such as identifying and reporting potential security threats.
- **Support and manage the Microsoft 365 environment:** Assist with the administration of cloud-based services like Microsoft Intune and EntraID, including user account management, device deployment, and supporting Microsoft 365 applications.

- **Maintain and manage hardware and software:** Install and update software, including antivirus and operating systems, check and install new computer equipment, maintain peripheral devices (printers, interactive boards), and troubleshoot PC and server hardware.
- **Manage network and systems:** Carry out routine network maintenance, troubleshoot and upgrade ICT infrastructure, manage user accounts, and maintain accurate records of support requests, hardware inventory, and software licenses.
- **Liaise and coordinate with external and internal stakeholders:** Communicate with external support companies and suppliers to resolve faults and arrange repairs and collaborate with core ICT teams.
- **Assist with ICT development and user support:** Assist with the development of ICT usage within the schools and provide user support and training on ICT software and hardware, including Microsoft 365 applications. Also, assist in educating staff and students on basic cybersecurity best practices, including phishing awareness and password security.
- **Travel and site maintenance:** Travel between Trust schools as required. Authorised travel between sites attracts a mileage allowance.

**Person Specification:**

- Genuine interest in cloud technologies, particularly Microsoft 365, Microsoft Intune, and EntraID.
- Excellent customer service and communication skills, with the ability to explain technical concepts clearly.
- Strong problem-solving skills and a proactive approach to learning.
- Basic understanding of operating systems (Windows), networking concepts, and hardware troubleshooting.
- Willingness to learn and adapt.
- Ability to work independently and as part of a team.
- Knowledge and commitment to safeguarding and promoting the health, safety and welfare of young people.
- A valid UK driving licence and access to a vehicle.

This job description is liable to variation to reflect changes in the requirements of the post.

The post holder may also be required to undertake other duties from time to time.

Yorkshire Causeway Schools Trust is committed to safeguarding and promoting the welfare of our pupils and young people. We have a robust Child Protection Policy and all staff will receive training relevant to their role at induction and throughout employment with the Trust. We expect all staff and volunteers to share this commitment. This post is subject to a satisfactory enhanced DBS criminal records check for work with children.

## **Network and Cloud Support Apprentice**

### **Outline Terms and Conditions**

1. The employer for this post is Yorkshire Causeway Schools Trust.
2. The post will be based at St Aidan's CE High School, Harrogate.
3. The post may require the ability to work directly with Trust current and prospective schools and other partner organisations.
4. An enhanced DBS is required.
5. All Trust and school business should remain confidential to the Trust.

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