

Job Description: Apprentice – Junior Software Developer & Technical Support

Job Title: Apprentice Junior Software Developer & Technical Support

Location: Simply Great Education (SGE), Devon Square, Newton Abbot

Contract Type: Apprenticeship (Full-time)

Reports To: Lead Developer / CTO

Job Summary

Simply Great Education (SGE) is seeking a motivated and technically curious Apprentice Software Developer to join our forward-thinking digital education environment. The successful candidate will play a vital role in supporting the day-to-day IT operations, maintaining secure and efficient systems, and contributing to internal and external technology development projects. This is an exciting opportunity for an aspiring IT professional to gain hands-on experience across a range of systems and real-world client engagements.

Key Responsibilities

Technical Support & Infrastructure

- Provide responsive and effective first-line IT support to staff and students.
- Manage, maintain, and monitor all devices across the provision to comply with Cyber Essentials standards.
- Oversee compatibility and deployment of educational software to ensure smooth course delivery.
- Administer user accounts, including onboarding and offboarding procedures using Microsoft 365 and other platforms.

Systems Administration

- Assist with the configuration and maintenance of virtual servers and remote desktops.
- Support backup and disaster recovery protocols as part of the IT continuity strategy.
- Track and manage hardware and software requests, maintenance issues, and repairs.

Software Development & Integration

- Collaborate with the Lead Developer to create web applications that enhance learning delivery and internal tools.
- Develop and maintain APIs for data integration and reporting with systems such as Arbor MIS, and any future LMS solutions adopted by SGE.
- Participate in Agile workflows, using version control (e.g., Git) and documenting development processes.

Classroom Support

- Assist SGE tutors in delivering coding-related courses, serving as a learning assistant when needed.

External Engagement

- Operate as a Junior IT Consultant as part of SGE's business community outreach program.
- Work with local small businesses to troubleshoot issues or provide basic IT solutions under supervision.
- Contribute to the development of MVP (Minimum Viable Product) applications for real-world clients, developing consultancy and project management skills.

Key Skills & Competencies

- Strong problem-solving and communication skills.
- Basic understanding of networking, software installation, and device management.
- Interest in web technologies (HTML, JavaScript, Python, etc.) and application development.
- Willingness to learn and follow best practices in cybersecurity, data protection, and user support.
- Professional attitude with a commitment to supporting educational outcomes and the wider SGE mission.

Required Qualifications / Experience

- GCSEs Grade 4 (or equivalent) in English, Maths

Desirable Quals & Experience

- Computer Science or IT.

- CompTIA Tech+
- Familiarity with Microsoft 365 Admin Centre, virtual machine environments, or help desk systems.
- Experience with GitHub and Agile Development Methodologies
- Proficient experience in coding, Python and C#, web development, and the use of APIs. (self-taught or academic).

Development & Training

This role forms part of a structured apprenticeship programme, including:

- Ongoing mentorship by SGE's Lead Developer and CTO.
- Access to industry-recognised certifications (e.g., CompTIA, Microsoft).
- Opportunities to engage in real-world projects and expand into specialist areas such as Cybersecurity or Software Engineering.

About Simply Great Education (SGE)

SGE is a specialist provider of digital and technical education, empowering neurodiverse and homeschool learners to thrive in today's digital economy. We combine inclusive practice with cutting-edge industry knowledge to ensure every learner is equipped with the tools to succeed.