



Digital Support Technician Apprentice (Level 3)

Department:	Regents Theological College
Reports to:	Data & Learning Tech Manager
Place of Work:	Elim International Centre
Working hours:	Full-Time, 35.00 HPW
Salary band:	£ 18,200 Year 1 to NMW Year 2
Status:	Vacancy
GOR:	N/A

Build Your Career in Digital Support

In 2026 Information systems and computer technology are right at the heart of all organisations and businesses.

About You

If you have an avid interest in technology and IT systems and trying to help people get the best out of them, then this is the perfect role for you.

You probably already have nascent skills in technology as evidenced by friends and family asking you to help with their technology, and we want to help you further develop those skills and build your career on them while working towards a recognised Level 3 Qualification as a Digital Support Technician.

About Us

Regents is the Theological training institution for The Elim Pentecostal Church. Elim is a growing Movement of more than 500 Christian congregations and ministries in the UK and Ireland. Elim is also a leading UK charity operating within the non-profit sector as a single consolidated charity. Elim's core vision and distinctive characteristics arise from its spiritual heritage as a denomination focused on Christian mission and ministry.

The Role

This is an apprenticeship role, offering a structured programme of on-the-job learning alongside formal training.

Working in a higher education and a charitable setting you will be supporting staff and students use of technology in learning, helping to build and streamline existing systems, and be the friendly face of technology.

You'll become part of a supportive team and develop practical skills in computer systems support, lecture room AV equipment, online learning systems management and support as well as gaining exposure to networking and cloud infrastructure.

As the apprenticeship progresses you will have the opportunity to learn about other systems across Regents Theological College and the Elim Movement, and become an intrinsic part of the team ensuring the systems work hard in support of staff. These opportunities will help you develop your understanding of organisational and business processes and how they can be supported and enhanced using judiciously implemented technology.

As a Digital Support Technician Apprentice, you will initially be working with a highly experienced IT Manager and his team, getting to understand and resolve the day-to-day

support needs of users. This could include anything from account creation and management to desktide and remote application support as well as networking and cloud-based systems (Microsoft).

You will also work with the Data and Learning Technology Manager gaining exposure to disparate lecture room AV systems and how they operate, including a lecture theatre with livestreaming capability, a video podcast studio and a Microsoft-teams enabled board room. Over time you will become the key person supporting this technology onsite and a key part of the team enhancing and developing it into the future.

As you progress further, you will start to learn more about the online learning management systems including Moodle and become proficient in supporting and developing these to meet the needs of students and the academic community.

Further to this you will gain exposure to the Student Information System and learn how to manage and develop that to support students, student services, lecturers and the leadership team of Regents.

The role will give you a breadth of experience you can only get by working within a small and highly focused higher education institution. This experience will give you highly sought after and transferable skills that could lead you into a long-term career within the IT industry.

Key Duties and Responsibilities

- Work towards your Digital Support Technician Level 3 Apprenticeship Qualification
- Learn about the internal help desk ticketing system and resolving user support issues
- Support the A/V systems in lecture rooms and the lecture theatre
- Support the use of the Mac-based Video Podcast Studio
- Develop and enhance skills in all Microsoft 365 Applications, Outlook, Word, Excel, PowerPoint, Visio, Teams and Sharepoint services
- Learn Cognito forms development to support business processes
- Learn Moodle LMS from an administrative perspective
- Production of meaningful documentation – contributing to organisational knowledge
- Learn to analyse systems and processes and devise, develop, test and implement the changes to improve process resilience
- Exposure to the use of AI tools to modify CSS and HTML code to speed up look and feel changes in online systems

We're looking for someone who:

- Has achieved a minimum of 2 A-Levels (or equivalent)
- Has strong communication skills with confidence in written, verbal, and listening abilities
- Has good numeracy and problem-solving skills
- Is comfortable working both independently and as part of a small, collaborative team
- Has a basic, but solid, understanding of IT hardware, systems, and desktop applications (Word, Excel, Powerpoint, Outlook)
- Is genuinely interested in computer hardware (desktop, laptop and mobile), emerging technologies and A/V systems
- Is confident engaging with people via phone, email, and video conferencing
- Is self-motivated, organised, and able to meet deadlines
- Has strong interpersonal skills with a can-do, customer-focused approach
- Can multitask and prioritise across different projects organising and managing their time
- Has a curious mindset with a willingness to learn, adapt, and develop new ICT and AV skills to support both organisational and personal development
- Who recognises their own limits of knowledge and is prepared to ask questions and seek advice rather than making assumptions
- Who understands that documentation of systems and processes is essential, not just a "nice to have"

Desirables

- A GCSE in Computer Science
- Basic understanding of GDPR and Data Protection
- Understands Elim as a charity and its place within the Christian landscape

Working Hours:

Full-time, 35 hours per week, 9am – 5pm, Monday to Friday

Permanently based at the **Elim International Centre based in Malvern, Worcestershire** with 20% of time over a month for off the job apprenticeship training.

Salary: £18,200.00 (Year 1) rising to NMW Year 2

Duration: 24 Months

Additional Hours:

Additional ad-hoc evening and weekend hours are available to support the A/V needs of the conferencing centre. These will be independent hours outside of the apprenticeship structure, but linked to the skills being developed.

Vacancy closing date: 14th Aug 2026

Potential start date: 14th Sep 2026

Further Details

Successful candidates will be invited for an interview and will receive more information on who we are as a movement and what we do. If you would like to receive this information prior to this, please contact the HR department at alison.dunsmore@elim.org.uk to request a copy of the information.

Alternatively, additional information is also available on the organisation websites linked below:

Elim Movement: <https://www.elim.org.uk/>

Regents Theological College: <https://regents-tc.ac.uk/>

End of Document