

## JOB DESCRIPTION

<b>Job Title:</b>	Technology Apprentice (IT)
<b>Department:</b>	Technology Team
<b>Contract:</b>	Fixed term (20 months)
<b>Salary:</b>	£14,500 p.a. increasing to National Living Wage after 12 months in post.
<b>Apprenticeship details:</b>	The successful candidate will be supported to achieve a Level 3 Digital Support Technician apprenticeship.
<b>Report To:</b>	Senior IT Technician
<b>Job Purpose:</b>	<p>As first point of contact, assist in providing a first class service and support for all front-end technology to both staff and students working within the University and remotely.</p> <p>Accurately log issues via the helpdesk and help to identify suitable solutions quickly and accurately.</p> <p>Support the 2nd and 3rd line support teams to troubleshoot and maintain software and hardware issues.</p>
<b>Main Duties &amp; Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. Provide first line support by answering and accurately logging IT service requests received via phone, helpdesk tickets or email.</li> <li>2. Escalate calls and technical issues to assist in providing suitable solutions quickly and efficiently in line with service level agreements.</li> <li>3. Proactively update users with status and resolution progress.</li> <li>4. Assist in ensuring a high degree of customer satisfaction.</li> <li>5. Implement, maintain and proactively support desktop, mobile and remote hardware and software</li> <li>6. Install and configure computer hardware, software, printers and peripheral devices.</li> <li>7. Investigate, diagnose and solve basic computer software and hardware faults.</li> <li>8. Assist in projects undertaken by the department including setup, configuration, documentation, testing and training.</li> </ol>

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	<ol style="list-style-type: none"><li>9. Improve and maintain knowledge and skills.</li><li>10. Work with all areas of the Technology Team to develop a good understanding of the roles and responsibilities of IT Support, Technical Services, ELearning, Audio Visual and Web Development.</li><li>11. Successfully engage in apprenticeship and gain level 3 qualification.</li><li>12. To ensure practice is in line with the requirements of the General Data Protection Regulations.</li><li>13. To commit to upholding the principles of Safeguarding and the PREVENT agenda.</li><li>14. Any other duties commensurate with the nature and grade of the post.</li></ol>
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**PERSON SPECIFICATION**

<b>Post:</b>	Technology Apprentice (Information Technology)
<b>Experience:</b>	
1	Experience of working independently in a professional setting.
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<b>Skills &amp; Abilities:</b>	
6	Excellent communication skills, both written and verbal.
7	Good organisation skills, high attention to detail and ability to problem solve.
8	Awareness of current IT software and hardware.
9	Self-motivated with a positive and hardworking attitude.
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<b>Education &amp; Qualifications:</b>	
11	GCSEs (or equivalent) at grade 4/C or above to include Maths, English and IT.
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<b>Training &amp; Professional Development:</b>	
16	Willingness to engage fully with apprenticeship programme and any other training deemed necessary to the role.
17	Willingness to keep abreast of developments in the field of IT.
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<b>Other:</b>	
21	Flexible approach to work in line with the needs of the service.
22	Knowledge of Office, Windows and cloud-based solutions.
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