

JOB DESCRIPTION

POST TITLE:	ICT Apprentice (Level 2)
GRADE:	National Apprentice Wage
WORK ARRANGEMENTS:	37 hours per week/52 weeks per year
DEPARTMENT:	ICT Services
RESPONSIBLE TO:	Helpdesk Manager

PURPOSE OF THE POST

1. Work towards becoming the initial customer contact point for all ICT-related queries.
2. Help to ensure customer queries are recorded accurately and are resolved or escalated (as appropriate) and that customers are kept updated.
3. Assist with deploying, maintaining and supporting classroom/office hardware and software, including helping to resolve customer issues.
4. Give excellent service in all interactions with customers.

DUTIES AND RESPONSIBILITIES

1. Providing remote and face-to-face support to ICT Services' customers.
2. Logging, prioritising and responding to reported issues in line with procedures and guidance and ensuring customers are kept updated.
3. Working as part of a customer service-oriented team, explaining IT issues and solutions to customers and guiding them to appropriate resources.
4. Relaying feedback to the Helpdesk Manager and alerting them to urgent issues and emerging trends.
5. Assisting with administration and stock control e.g. contacting external suppliers to source goods and maintaining accurate inventories.
6. Playing a key role in a quality ICT service by following processes and documentation and actively contributing to them and to the continuous improvement of the service.
7. Undertaking additional responsibilities and duties appropriate to the post, as directed by the Helpdesk Manager.
8. Supporting and actively promoting a commitment to the College's Equal Opportunities policy and Health and Safety procedures.

GENERAL

1. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
2. Promote a positive image of the College and the work that is carried out across its various services.
3. Comply with all legislative and regulatory requirements.
4. Apply the College's own Safeguarding Policy and practices and attend training as requested.
5. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College's Equal Opportunities Policy in all aspects of their duties and responsibilities.
6. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
7. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.

Person Specification

Post:	ICT Apprentice (Level 2)	Department:	ICT Services
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Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
Willingness to work towards minimum Level 2 qualification, to include English and Maths	E	A
Willingness to work towards NVQ Level 2 (ICT Professional Competence)	E	A
Experience:		
Experience of helping others with ICT hardware and software (formally or informally)	E	A/I
Experience in using office applications (e.g. Microsoft Word)	E	A/I/T
Experience in a customer service environment	D	A/I
Experience of creating guides/posters/FAQs or similar	D	A/I
Experience of using or supporting audio visual systems and Apple Mac computers	D	A/T
Skills/Knowledge:		
Sound, logical problem solving skills	E	A/I/T
A desire to work towards being able to identify the key issues from customer descriptions of problems	E	A/I/T
A good manner with customers - calm and polite	E	A/I/T
A good standard of written and spoken English	E	A/I/T
A basic understanding of the operation of computers, computer networks and peripherals	D	A/I/T
Qualities:		
Dedicated to learning new skills and delivering excellent customer service	E	A/I
Well presented, business-like and good at timekeeping	E	A/I
Organised and attentive to detail	E	A/I/T
A team player - flexible and makes a positive contribution to the team	E	A/I
An interest in and an aptitude for ICT	E	A/I/T
Able to work quickly and accurately under pressure	E	A/I/T
Other Requirements:		
Willingness to work towards an understanding of Safeguarding of Children & Vulnerable Adults within the workplace	E	I
Full commitment to Equal Opportunities and anti-discriminatory working practices	E	I
Ideally - full UK driving license and own transport and willingness to use for work purposes	D	A

E = Essential D = Desirable A = Application I = Interview T = Test

Produced by:	MJ	Date Produced:	March 2021
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