

# Job Description

## ICT Apprentice

**RESPONSIBLE TO: ICT Operations Manager**

### **JOB PURPOSE:**

Working as part of the ICT team you will provide support to IT users across the business answering queries and resolving issues. You will also study for a nationally recognised IT qualification and gain valuable work experience.

### **‘WHAT’ – you do!**

- Enthusiasm to learn new tasks and commit to undertaking an apprenticeship.
- Learning to provide first line support for all IT users across the business using our helpdesk system.
- Learning to use, configure and maintain key IT systems such as Active Directory, Microsoft 365, Microsoft Azure, Microsoft Intune & Barracuda.
- Learning to setup, configure & maintain a range of IT equipment including laptops, tablets & smart phones. This will also include training and guiding staff across the business on how to use these equipment.
- Learning a basic understanding of the network & server infrastructure and how to performance key maintenance on them.
- Learning a basic understanding of VMWare & Citrix, learning to provide IT users with support on common issues on these systems. Also learning to perform foundation level maintenance and support on our virtual servers.
- Helping to maintain our key IT databases, such as our Asset Register, to ensure truthful and accurate data.
- Work with the different members and teams within the IT department to understand how they all work together to provide IT support across the business.
- Work with other departments across the business to gain an understanding of their day to day working processes and to learn what key IT challenges they face.



## **'HOW' – you do it!**

We deliver the above by displaying the following values and behaviours:

- **We are one team with one goal** - we are open and honest with each other so that we can work together to make things better for our customers and the Trust. We do not work in silos.
- **We are solution focused** -we come up with ideas and find answers and efficiencies wherever we can. When we mess up we say sorry, learn from it, fix it and crack on. We act and keep things moving.
- **We think like a customer, act like a business owner** - we take pride in our homes and our work and we give our customers the service and value for money we'd expect ourselves. We always try to do more with less.
- **We do the right thing** - even when no-one is looking and we speak up if something doesn't feel right – even when that means a tricky conversation. We don't leave loose ends or unfinished work for someone else to sort out.
- **We respect and celebrate our differences** - we are fair and we respect our differences so that we all thrive and feel at home – at work.

*No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.*



# Person Specification

		E	ASSESSMENT
<b>Behaviour - HOW</b>			
We are one team one goal.	E		I/A
We are solution-focused.	E		I/A
We think like a customer, act like a business owner	E		I/A
We do the right thing.	E		I/A
We respect and celebrate our differences.	E		I/A
<b>Qualifications</b>			
Minimum 4 GCSEs grade 4-9 including Maths and English	E		I/A/C
GCSE IT / Computer Science	D		I/A/C
BTEC/A Level in IT/Computer Science or equivalent qualification	D		I/A/C
<b>Experience – WHAT</b>			
Experience of working as part of a team	D		I/A
Experience of providing excellent customer service	D		I/A
<b>Knowledge/Skills/Abilities/Competence – WHAT</b>			
Communication skills	E		I/A
Problem solving skills	E		I/S
Punctual & Excellent organisational skills	D		I/A
Basic I.T/Computing Skills	E		I
Friendly, professional and approachable	E		I/A
Team Player	E		I
Attention to detail	E		I/S
Able to work confidentially and use initiative	E		I/A
Enthusiastic, willing to learn and stay on top of new technologies	E		I/A

## METHOD OF ASSESSMENT



- A     **Application form**
- I     **Interview**
- C     **Production of Certificates**



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