## Job Role Profile

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|  | **Job Title:** | IT Technical Apprentice | |
|  | **Department:** | IT | |
|  | **Direct Supervisor:** | IT Service and Infrastructure Manager |
|  | **Location:** | Single Site |
| **1** | Job Purpose:  Support and develop the IT service desk within the business. | | |
| **2** | Dimensions:  N/A | | |
| **3** | Principal Accountabilities:   * Provide customer facing support for all colleagues across the business. * Develop good working relationships across the Connexus Group. * Liaise with other areas of the IT teams to support the infrastructure. * Provide first line support to all areas of the business, escalating to internal teams and 3rd parties where appropriate. * Support other IT colleagues regarding major projects such as infrastructure and systems upgrades. * Knowledge transfer with other colleagues within the team * Ability to travel between corporate sites | | |
| **4** | Key Performance Measures:  Undertake technical certificate(s) and key skills qualifications as per the apprenticeship’s standards within agreed timescales. | | |
| **5** | Knowledge, Skills & Experience:   * Able to follow verbal and written instructions and procedures * Good numeracy and literacy skills * Good IT skills * Excellent time management skills * Good interpersonal skills * Able to communicate with others clearly and courteously both verbally and written * Ability to work cooperatively with others * Demonstrate, patience and understanding of customers needs | | |
| **6** | Qualifications:   * Ability to undertake technical certificate and key skills qualifications as per the apprenticeships standards * Good level of Math’s and English * Knowledge of web-based technologies. * Any work-based experience in IT would be beneficial. | | |
| **7** | Key Relationships:   * All Colleagues | | |
| **8** | Organisation Chart:  Reporting to: IT Service and Infrastructure Manager  Direct Reports: None | | |
| **9** | **Standard Requirements Applicable to all Roles:**   1. All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility. 2. All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities. 3. All individuals are expected to carry out their duties and responsibilities having regard to the company’s commitment to providing a customer focused service. 4. Act as an ambassador for the Group at all times during the course of your duties. 5. Ensure compliance with requirements under the GDPR Regulations 2018 and follow the 6. Group’s GDPR policy and procedures relating to confidentiality. 6. To promote equality and diversity and to treat everyone with fairness and dignity, whilst being committed to the principles of Equality and Diversity. 7. To recognise health and safety as a responsibility of every individual, to take reasonable care of oneself and others in the workplace and comply with policies, relevant legislation and any service specific procedures that may apply to the role. 8. Ensure practice is firmly rooted within the Children and Adults Safeguarding framework. As an organisation we take an assertive approach to ensuring the safety and well-being of all children and adults with care and support needs and colleagues will need to demonstrate an understanding and commitment to best safeguarding practice. 9. To ensure all data processed within our systems is collected, updated and stored in line with procedures and any legal requirements.  Regular reviews of data quality to be provided to the line manager. The Data Quality Policy will provide further detail on requirements and responsibilities. | | |