

PERSON PROFILE

POSITION: IT Technical Support Apprentice

TEAM: IT Services

QUALIFICATIONS	ESSENTIAL /DESIRABLE (E/D)	TO BE IDENTIFIED FROM: (AF/QC/I/E)
IT related qualification	D	I/QC
KNOWLEDGE		
Knowledge and understanding of computing equipment and how it is used in business	D	I
Knowledge of how computers communicate on a network	D	I
Understanding of why IT Security is important	D	I
EXPERIENCE		
Understanding of what an operating system is	D	I
Experience of troubleshooting IT questions	D	I
SKILLS AND ABILITIES		
Good maths, English and ICT skills including good analytical skills	E	I
Good problem-solving skills, ideally decomposition and algorithm	E	I
CHARACTERISTICS		
Excellent communication skills with internal and external stakeholders	E	I/R
Organised, motivated and self-driven	E	I
Enthusiastic and professional	E	I/R
Team worker	E	I/R
Methodical	E	I/R
NLTG REQUIREMENTS		
Commitment to Equality and Diversity	E	I/R
Good sickness and attendance record*	E	I/R
Desire to make a positive impact	E	I
Willingness to train and develop in the role	E	I

*NLTG does not want to appoint team members with a poor sickness/attendance record where there is no underlying medical reason.

This does not affect any individuals' rights under the Equality Act.

AF = Application Form

QC = Qualification Check

I = Interview

E = Exercise

R = Reference