

JOB TITLE: Apprentice IT Technical Support
DEPARTMENT/TEAM: IT Services
SALARY RANGE: £14,000
REPORTING TO: IT Services Manager
RESPONSIBLE FOR: No-one

JOB PURPOSE

To support the IT Services team in ensuring all company users have access to the relevant services and systems and that all services and systems are maintained accordingly.

KEY DUTIES/RESPONSIBILITIES

- Learn to create the accounts to give learners and staff access to the computers.
- Learn to set up computer equipment to use all applications quickly and without errors.
- Help with handing out computer equipment such as desktops, laptops and mobile phones to learners and staff.
- Help with checking applications are up to date and secure and learn how to make changes to the applications as needed.
- Help to keep our asset list of computer desktops, laptops and mobile phones accurate and up to date.
- Learn how to give support for learners and staff when they report issues and problems with their applications or computers.
- Learn what cloud computing is and how to create and support learners, staff and their computers in the cloud.
- Develop your understanding of Information Technology and keep up to date as new technologies become available.
- Learn how computers talk to each other on a network and how they communicate through the installed applications.
- Learn how to upgrade the components inside desktop and laptop computers to repair and keep them running well.
- Help to keep our administration systems such as job logs and ticket systems up to date.
- Learn how to use various applications effectively to create electronic documents.
- Develop strong customer service skills to make sure we are providing the best service to learners and staff.

OTHER INFORMATION (PHYSICAL CONDITIONS?)

PLACE OF WORK: Bradshawgate House, 1 Oak Street, Accrington, BB5 1EQ

WORKING HOURS: 35 hours per week (Monday to Friday)

PROBATIONARY PERIOD: 12 months

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS STATEMENT: Adherence to NLTG safeguarding policies and procedures including recognising, recording and reporting of allegations / disclosures in line with training and arrangements detailed within NLTG Terms and Conditions Handbook

TRAINING AND PERFORMANCE MONITORING: Initial Training Plan details training and developmental activities with mentor assigned to oversee progress. Employee will have minimum of 2 performance reviews per annum with at least 1 interim update of progress