**Job Title**: ICT Modern Apprentice

This role may involve working in/with multiple teams within the service. This is with the aim of:

* Providing apprentices with a rounded understanding of the services provided by ICT
* The post holder acquiring a range of skills which will enable them to progress if opportunities arise

This is a trainee post and as such all of the following will be carried out under the guidance of and with mentoring from staff across ICT Services.

**Key responsibilities**

1. To provide high quality phone, email and webchat support in response to service requests and incidents in line with the agreed processes.
2. Assist with the promotion of self-service across the organisation.
3. Contribute to and adhere to standards and procedures which underpin the services provided by ICT Services.
4. Ensure that all activity is accurately reflected in systems that are used, including the service desk system.
5. Maintain close working links with customers, colleagues across IT Services and third party suppliers to aid with speedy fault resolution, installations and other related services ensuring that the customer is continually aware of the status.
6. Ensure appropriate communication takes place with customers and colleagues.
7. Manage personal workload, prioritising as appropriate to ensure customers receive a high quality service.
8. Work towards achieving the relevant NVQ.
9. Such other duties as reasonably correspond to the general character of the post and are commensurate with the level of responsibility.

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| **Competency/Skills/Knowledge/Education** | **Personal Qualities** | **Category** | **Method of Assessment** |
| **Educational Standard/Qualification** | * Proof of Qualifications/equivalent to or willing to work towards Level 2 Functional Skills: Math and English GCSE Pass Minimum C/Grade 4 -9 | E | Application |
| **Specialist skills, knowledge and experience** | * Excellent verbal communicator * Excellent Keyboard skills * Confident Manner * Good knowledge of MS Windows, Word, Excel, Powerpoint. | E  E  E  D | Interview/Application |
| **Aptitude** | * Organised approach * Good inter-personal skills * Good understanding of customer care * Ability to work on own initiative * Ability to work as part of a team * Ability to be flexible * Desire to improve processes and systems | E | Interview/application |