

Job Description – Apprentice: IT Support

Located in	Reporting to	Hours
Hanley	Team Leader: IT Support	37.5 per week

Job Purpose

To work on the IT Helpdesk and provide effective 1st and 2nd line support to staff by investigating and resolving IT issues and assisting in the delivery of an effective and efficient IT support service. The role will include providing general and routine IT support, including diagnosis and fix, undertaking routine maintenance of resources and equipment, support of common software packages used across the business and other general tasks as appropriate under the supervision/instruction of senior staff.

Key Responsibilities

- Responding to IT support requests from staff and learners in a professional and timely manner.
- Troubleshooting and resolving hardware and software issues, providing remote or on-site support when necessary.
- Maintaining accurate records of support requests, resolutions, and relevant information in the ticketing system.
- Installing, configuring, and updating software applications and operating systems on workstations.
- Assisting with setting up and configuring new user accounts and devices.
- Supporting with routine maintenance tasks, such as system updates, backups, and system performance monitoring.
- Assisting with troubleshooting network connectivity issues and resolve them promptly.
- Collaborating with the IT Support team to identify and implement improvements to systems and processes.
- Assisting with managing hardware and software inventory, including tracking, and organising IT assets.
- Developing user-friendly documentation and guides for common IT procedures and issues.
- Conducting training sessions for staff and learners on basic IT skills and best practices.

Key Performance Indicators

- Average response time and resolution time for support requests.
- Customer satisfaction ratings from staff and learners.
- Number of support tickets closed within defined service level agreements.
- Completion of assigned maintenance tasks within specified timelines.
- Feedback from colleagues on teamwork and collaboration.
- Successful completion of apprenticeship programme within agreed timeframe.

Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the policies, follow safe working practices, and complete any mandatory training.

General

- Be aware of and follow all Acorn Training policies.
- Have regular 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing.
- Take part in any required training needed to fulfil your role.
- Commitment to the Professional Standards – Values and Attributes, Professional Knowledge and Understanding and Professional Skills.
- Promote and uphold the principles, policies, and all relevant statutory requirements, including the Equality Act, the HASWA, GDPR and Safeguarding, including Prevent.
- Undertake such other duties as may be required from time to time commensurate with the level of the post.

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training	<ul style="list-style-type: none"> Five GCSEs, (especially English, Maths and a Science or Technology subject). Relevant Level 2 Apprenticeship or other equivalent qualification and experience. 	
Experience	<ul style="list-style-type: none"> Some experience of using PCs and common desktop application software. Customer service / customer care experience. 	<ul style="list-style-type: none"> Experience with helpdesk or ticketing systems.
Knowledge	<ul style="list-style-type: none"> No formal qualifications required as on-the-job training will be provided. Limited technical knowledge, e.g. understand the basic PC and Software. 	
Skills	<ul style="list-style-type: none"> Strong problem-solving skills and ability to analyse and troubleshoot technical issues. Excellent verbal and written communication skills. Customer service-oriented with a friendly and professional demeanour. Ability to work well within a team and collaborate effectively. Strong organisational skills and attention to detail. Willingness to learn and develop new customer care and IT skills. 	

As a recognised, highly inclusive employer, we are particularly interested in receiving applications from Black and Minority, Ethnic (BAME) communities, LGBTQ+ communities, and individuals living with disabilities and from applicants where sectors are typically misrepresented by gender stereotypes.

Acorn Training aspires to be a Positive about Disabled Lead employer.

Last Reviewed: June 2023