

JOB DESCRIPTION



IT Services Support Desk Apprentice

Reporting to: Operations Director

The role is to carrying out a wide range of IT support desk tasks focussing on Customer Service and desk top services but with exposure to servers and networks. Includes working with a staff body of over 350 people, both teaching and support, and over 2,200 students across an installation of over 2,000 MS-Windows based PCs.

Key tasks:

1. Answering the help desk phone, and responding to emails, logging tickets as required
2. Resolving fault tickets and service requests providing first time fix where possible
3. Proactively keeping users informed where a first time fix is not possible
4. Work in a manner that is strongly customer focussed
5. Spend time with users understanding needs and desires and bring those back to the department for solutions
6. Be self-starting and proactive
7. Maintain asset database, and other appropriate databases
8. Support College events in terms of IT provision, which on sporadic occasions may require working outside of normal hours in evenings and weekends
9. Work within the College policies and procedures with particular regard for Health & Safety, Safeguarding and Equality & Diversity.
10. Undertake any duty as reasonably requested by line manager or college senior management team.

Personal Qualities and Experience:

We are seeking someone who closely matches the following criteria:

	ESSENTIAL	DESIRABLE
SKILLS/PERSONAL QUALITIES	Excellent verbal communication skills, good written communication skills, confident telephone skills,	

	ability to deal with staff, students, parent and suppliers.	
	Good IT skills (very confident working with the Windows Operating system and Office applications).	Formal IT qualifications are not essential but may act as a differentiator with other applicants.
	Able to learn new tasks quickly, be organised, able to work accurately and use their own initiative.	
	Good timekeeping and able to organise	
	Ability to manage a varied workload	
	Able to be flexible and adapt quickly to change	
	Positive, enthusiastic and motivated	
TRAINING & QUALIFICATIONS	Good level of English written and verbal, ideally Maths and English GCSEs A*-C or equivalent.	

ENTITLEMENT

Just as the College has legitimate expectations of you and the fulfilment of your role, so you are entitled to expect from the College enhancement of your personal and professional development and the creation of a working environment characterised by supportive and collegiate interaction.

This job description sets out the main duties of the post at the date when it was drawn up. The Employability Skills model for young people changes at a rapid pace, legislation is in constant flux and the industry needs vary from week to week and region to region. As such, the duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.