



ICT Apprentice Job Description

Job title: ICT Apprentice

Responsible to: Senior Support Officer

Purpose of the job: The ICT apprentice will have a range of duties in their own area assisted by an officer. They are expected to work both with supervision and independently. The ICT Apprentice will be involved in resolving routine ICT issues and contributing to new programmes and projects.

Qualification on offer: Infrastructure Technician Level 3

Length of Contract: 18 months

Duties

- 1.** Support a user base of 1000 end users via telephone, call logging system and e-mails, with some onsite work
- 2.** Office 365 console administration
- 3.** Problem solving and workflow management
- 4.** Set up and configuration of Smartphone devices. Ensuring users can get emails on the device, can use the Office apps and can use the mobile as a Wi-Fi hotspot
- 5.** Cabling and connectivity and Mobile One Time Password (MOTP) console administration
- 6.** Active Directory administration: create new user accounts, amend permissions, and reset network and applications passwords
- 7.** Perform various stock check requests as advised by senior's requests
- 8.** Meet and greet our user base. Perform scheduled appointments and tasks
- 9.** To meet all learning commitments of the apprenticeship as directed by your line manager, the apprenticeships manager or the learning/training provider. Assigned qualifications and an end point assessment must be completed. This can include presentations, portfolios, units of assessment and exams
- 10.** The Apprentice will carry out their duties and any ad hoc requests that come from the Senior or Officers, with accuracy and professionalism

Skills:

An AnyIT Apprentice is expected to bring with them the following skills and a willingness to develop them further:

- 1) **Good Communication Skills-** Building good relationships is fundamental to the delivery of services
- 2) **Organisational Skills-** The ability to manage your own workload and to work to team and project deadlines
- 3) **Teamwork and Cooperation-** The ability to work flexibly in a team and contribute to a supportive work environment
- 4) **Adaptability and flexibility-** Apprentices work in fluid, fast-paced & exciting environments. These skills are vital to responding to situations in the workplace

Summary:

This is a fantastic opportunity to develop your skills and experience by working as a AnyIT Apprentice. Apprenticeships give you the opportunity and support to develop new work-placed skills in an organisation committed to your professional success.

As a AnyIT Apprentice, you will fully commit to the 20% off-the-job training requirements of the post alongside your normal day-to-day job. The post holder will complete a course of study and/or all learning and development requirements of the role.

An AnyIT Apprentice is expected to engage with the additional opportunities developed specifically for AnyIT Apprentices. As an AnyIT Apprentice, you will use the support on offer to maximise the benefits to your professional development.

You will have the opportunity to participate in a supportive environment to develop the behaviours, knowledge and professional skills required of the role and the team. You will commit to your professional development plan, set out at the beginning of your Apprenticeship.

AnyIT Apprentices are expected to take ownership of the tasks & projects set out by their line manager. Apprentices understand the importance of managing both professional and learning responsibilities.

Application deadline: 18/8/2021

Expected start date: End of August 2021

Job Type: Full time contracted

Hourly Rate: £6.50 per hour

If you would like to apply, please email your CV and a covering letter to gary@anyit.com