



Developing Health  
& Independence

<b>JOB DESCRIPTION &amp; Person Specification</b>	
<b>Job Title:</b>	IT Support Apprentice
<b>NJC Scale Point:</b>	This is an Apprentice position and will be paid in line with those published at <a href="https://www.gov.uk/national-minimum-wage-rates">https://www.gov.uk/national-minimum-wage-rates</a>
<b>Hours:</b>	<p>37.5 hours per week (1.0 full time equivalent) and such additional hours as are required by the business from time to time.</p> <p>The hours will usually be worked Monday to Friday, 9am to 5pm.</p> <p>The Apprentice will be required to attend appropriate courses as part of their employment, for approximately 20% of their working time.</p> <p>Flexible working may be available subject to the requirements of the service, the business and operational management.</p>
<b>Annual Leave:</b>	26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).
<b>Location:</b>	Base location is Southgate Street, Bath and any other location reasonably requested by the organisation. The role will require a significant amount of travel across the DHI's offices and the use of a car and willingness to use it for the purposes of this role is an essential requirement.
<b>Pension:</b>	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
<b>Accountable to:</b>	Corporate Services Manager
<b>Accountable for:</b>	None.

### **Principle Purpose of the Job**

The post holder will be responsible for effectively and efficiently handling service requests, carrying out on-site visits, and assisting with project work within their skill set. This relates to all technology, to include: workstations, servers, cloud services, printers, networks, telephony and vendor specific hardware and software.

We want someone to act as a primary on-site contact to work with our IT Support Partners to ensure the best possible working IT environment.

This entails working with the Support Partner to resolve issues that require on-site assistance, proactively maintaining and improving the systems and also carrying out technical work as part of IT projects.

Initially, during training it is expected that the postholder will be working towards providing the above and not necessarily be able to undertake as soon as appointed in the role.

### **Key Duties and Responsibilities**

The prime responsibilities of this role will be to:

- Resolve all client technical issues and requests promptly
- To ensure configuration, contact information and assets are kept up to date
- Prioritize and manage multiple tickets at any one time based on priority/SLA
- Communicate with staff on a regular basis during the lifecycle of the ticket/task: keeping them informed of incident progress, notifying them of impending changes or agreed outages, and confirming when an incident is resolved
- Effective management of time.
- Carry out site visits according to the agreed schedule. Resolve all outstanding issues whilst on site where possible. If there are no issues, carry out preventative maintenance or other proactive work to reduce the likelihood of future issues
- Where appropriate, carry out technical work on projects following Riverbank processes
- By acting as local eyes and ears, identify opportunities to improve the IT environment
- Assist in user training and education.

As an apprentice role, the post holder will ensure that they attend agreed courses and diligently undertake study and course work.

### **Organisational Responsibilities**

1. At all times adhere to DHI policies and procedures, with specific reference to:
  - Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
  - Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and General Data Protection Regulations (GDPR) all policies and procedures relating to Information Governance and security of data.
  - Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.

- **Health and Safety:** to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
  - **Quality Assurance:** to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.
  - **Safeguarding:** DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
  - **Lone Working:** to work in accordance with the DHI Lone Working policy and procedures.
2. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
  3. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
  4. To perform as part of the Corporate Service & Finance and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
  5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

## **Developing Health & Independence**

### **IT Support Apprentice**

#### **PERSON SPECIFICATION**

##### **Essential Skills**

- Good analytical and problem-solving skills
- The ability to think logically and troubleshoot
- Able to see issues through to completion
- Exude a friendly presence and helpful attitude, being professional, polite and patient at all times.
- Have good interpersonal skills and be able to work well with others
- Have excellent verbal and written skills
- Ability to handle constantly changing work pressures
- Remain productive during slow times
- Be able to multitask effectively during busy times
- Exercise patience and professionalism during stressful situations.
- Ability to work responsibly without direct supervision

##### **Desirable Skills**

- Formal certification or qualification in end user computing, such as:
  - CompTIA N+
  - Office 365 –Managing Office 365 Identities & Requirements
  - Configuring Windows 7 or later (currently Configuring Windows 8.1 70-687)
  - Dell SonicWALL Basic Administration
- Experience within a help desk/support environment.
- Exposure to end user IT environments in medium sized organisations (>50 people)