JOB DESCRIPTION

IT Apprentice

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Position	IT Apprentice
Department	Information Technology
Reporting to	Head of IT
Office	Bishop's Stortford

Overall Purpose

To assist and support the Information Technology Department.

Main Tasks

» Assist with the building and deploying of desktop and laptop Windows PC's

» Assist with installing and configuring standard applications

» Assist with installing and configuring Avaya Phone handsets

» Assist with reporting faults and configuration requests to third party suppliers

» Monitor the IT support mailbox and assist with first and second line support requests

» Assist the IT team as and when needed

This job description is not a definitive list or exhaustive list of responsibilities but identifies the key responsibilities.

Job Specification

	Essential	Desirable
Education Qualifications	Good all-round education including English and Maths	
Experience		
Personal Attributes	Strong organisational skills Can use own initiative Can prioritise own workload and multi-task effectively	
Competencies	Basic IT skills Excellent communication skills Works well in a team	
Other factors	Can work to deadlines Works well under pressure Good attendance record Must hold clean driving license	

6 April 2022