



JOB DESCRIPTION

# IT Apprentice



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<b>Position</b>	IT Apprentice
<b>Department</b>	Information Technology
<b>Reporting to</b>	Head of IT
<b>Office</b>	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 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
- › Administer security access requirements and permissions for stakeholders escalating as necessary, for example password resets

**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 Educated to 'A' Level standard (or equivalent)	Qualification in Computer Science
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	

24 April 2024