



JOB DESCRIPTION

# IT Apprentice



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<b>Position</b>	Apprentice
<b>Department</b>	Information Technology
<b>Reporting to</b>	IT Support Manager
<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 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	<ul style="list-style-type: none"> <li>• Good all round education</li> <li>• including English and Maths</li> <li>• Educated to 'A' Level standard (or equivalent)</li> </ul>	Qualification in Computer Science
Experience		
Personal Attributes	<ul style="list-style-type: none"> <li>• Strong organisational skills</li> <li>• Can use own initiative</li> <li>• Can prioritise own workload and multi-task effectively</li> </ul>	
Competencies	<ul style="list-style-type: none"> <li>• Basic IT skills</li> <li>• Excellent communication skills being able to engage with users.</li> <li>• Works well in a team</li> </ul>	
Other Factors	<ul style="list-style-type: none"> <li>• Can work to deadlines</li> <li>• Works well under pressure</li> <li>• Good attendance record</li> <li>• Must hold clean driving license</li> </ul>	

July 2025