

<b>Originator</b>	Ria White
<b>Version</b>	1
<b>Job Title</b>	<b>IT Apprentice</b>
<b>Salary</b>	£5.50ph
<b>Reports To</b>	Technical Services Manager
<b>Reports In</b>	None

## Critical Purpose of Role

Fault finding causes and fixing technical issues with customers IT and Telecoms systems and networks. Installing, maintaining, and upgrading software and hardware. Providing outstanding customer care by answering queries and resolving issues promptly and courteously.

## Key Performance Indicators

- ✓ Fault resolution time
- ✓ Logged and closed tickets
- ✓ Deliverables and Attributes Scorecard

## Main Responsibilities

- ✓ Investigating and resolving IT issues reported to the helpdesk.
- ✓ Diagnosing hardware/software faults and solving technical problems.
- ✓ Installing, removing, updating and troubleshooting software on a range of devices.
- ✓ Supporting WiFi networks and troubleshooting connection issues.
- ✓ Office 365 support for customers.
- ✓ Using the call logging system and producing clear records.
- ✓ Recognising when a call is urgent and escalating accordingly.
- ✓ Carrying out configuration and testing of new kit prior to installation.
- ✓ Ensure proper recording and closure of all issues
- ✓ Identifying the root cause of issues and queries and taking action to resolve.
- ✓ Carrying out upgrades and installations with minimal disruption to services.
- ✓ Undertaking routine prevention checks to prevent future breakdowns and issues
- ✓ Support the following technologies: Microsoft Office products – Outlook, Word, Excel, Access, Internet Explorer, Windows XP, desktops, laptops, printers, networked copiers, basic LAN/WAN connectivity and others as assigned.

<b>Key Qualities</b> This role would suit someone who:	
<ul style="list-style-type: none"><li>✓ Is practical and task focused with a strong attention for detail (strong completer/finisher) and is thorough in approach to their work.</li><li>✓ Is proactive in seeking out opportunities to improve and enhance our service levels and operations.</li><li>✓ Has a high need and ability to learn and develop an understanding of a business area or issue.</li><li>✓ Thrives in a team environment, builds collaborative relationships and establishes rapport, respect and trust with their colleagues</li><li>✓ Is flexible in their approach and contributes to change and improvements.</li><li>✓ Develops excellent customer relationships; understanding their needs, maintains a diplomatic and professional approach.</li></ul>	
<b>Relevant Qualifications and Experience</b>	
Mandatory:	<ul style="list-style-type: none"><li>✓ Maths &amp; English GCSE grade A-C</li><li>✓ Computer literate</li></ul>
Desired:	<ul style="list-style-type: none"><li>✓ Technical knowledge in telecommunications and IT systems.</li><li>✓ A full clean UK driving license</li><li>✓ Conversant with Microsoft products (Works, Excel, Outlook)</li><li>✓ Keen interest in technology.</li></ul>