

Job Description

Job Title: Information Communication Apprentice

POSCODE: PE28 4YE

Grade:

Overall purpose of the job

To assist the Technical Services Team to support and maintain the infrastructure for the shared service. This is a level 3 apprenticeship lasting for 18 months. Whilst no skills are assumed, the candidate must have an aptitude for critical thinking and problem solving and be willing to commit to the apprenticeship programme.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Process networking, telephony and infrastructure helpdesk requests ensuring confidentiality, integrity and availability of digital information, meeting relevant legal and regulatory requirements.
2.	Monitor, identify, report and escalate any incidents and events in accordance with relevant procedures and standards.
3.	Contribute to documenting the scope and evaluating the results of ICT Health checks in accordance with management requirements.
4.	Contribute to risk assessments and escalate where appropriate in accordance with relevant procedures and standards.
5.	Contribute to routine monitoring and management using the networking, telephony and infrastructure tools provided
6.	Document incident and event information and incident, exception and management reports in accordance with relevant policies, procedures and standards.
7.	Contribute towards the production and review of networking, telephony and infrastructure policies, procedures, standards and guidelines.
8.	Collaborate with people both internally and externally to support reliable and uninterrupted business operations of an organisation.
9.	Practice continuous self-learning to keep up to date with industry trends and developments to enhance relevant skills and take responsibility for own professional development.
10.	Demonstrate an awareness and understanding of equality, diversity and inclusion.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Level 2	English	Essential
Level 2	Maths	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
	Knowledge of Microsoft Office products	Essential
	Understanding of TCP/IP network principles	Desirable
	Understanding of Networking, telephony and infrastructure	Desirable
Skills		
	Strong interpersonal skills	Essential
	Good attitude and passion for ICT	Essential
	Critical thinking and troubleshooting skills	Essential
Experience		
	IT Service Desk experience	Desirable
	Microsoft 365 administration	Desirable
	Networking and telephony administration	Desirable
Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	

Disclosure level

What disclosure level is required for this post?	None <input checked="" type="checkbox"/>	Standard <input type="checkbox"/>
	Enhanced <input type="checkbox"/>	Enhanced with barred list checks <input type="checkbox"/>

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed <input type="checkbox"/>	Hybrid <input checked="" type="checkbox"/>	Field <input type="checkbox"/>	Remote <input type="checkbox"/>	Mobile <input type="checkbox"/>
--	--	---	--	---	---