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| **Shrewsbury Colleges Group**  **Job Description** | **A picture containing text, clipart  Description automatically generated** |

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| **Job Title:** | IT Helpdesk Apprentice | **Post No:** |  |
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| **School/**  **Directorate:** | Quality Apprenticeships & Information | **Department/**  **Team:** | Technical Services |

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| **Reports to (job):** | IT Helpdesk Supervisor |
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| **Responsible for (jobs):** |  |

# Job Purpose

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| **To provide administrative assistance and 1st line technical support. Assistance in all aspects of corporate computing including; routine maintenance, upgrading and installation of hardware and software.** |

**Main Responsibilities**

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| 1. | Undertake routine support, maintenance and upgrading of computer equipment and peripheral devices |
| 2. | Install software, analyse and deal with user problems |
| 3. | Set up and demonstrate equipment and processes |
| 4. | Operate and maintain the IT Helpdesk System and keep support requests up to date |
| 5. | Advise and assist staff and students where appropriate |
| 6. | Ensure that system documentation is kept up to date |
| 7. | Maintain hardware and software inventories and ensure software licence legality |
| 8. | Assist in the IT disposal process, keeping documentation up to date and liaise with 3rd party companies. |
| 9. | Shrewsbury College actively promotes a ‘safeguarding staff, children and vulnerable adult’ culture. As such employees are expected to carry out their role and responsibility in relation to a child’s or vulnerable adults’ welfare and the welfare of their colleagues. Employees are expected to access child protection and Prevent training in accordance with their role and be aware of who to contact and what action to take if there are concerns regarding the welfare of its students or staff, including apprentices aged 16 - 18. We are committed to ensuring that all employees are supported in respect to their safeguarding children, vulnerable adult and Prevent duties. |
| 10. | Work flexibly, undertake training and development, and undertake such other tasks as may be required or directed from time to time to meet the needs of the College |
| 11. | Support and promote the College’s equal opportunity, diversity, health and safety, Prevent and other policies, processes and objectives |
| 12. | Work positively to suggest and deliver quality improvements for your area. Engage with all quality improvements agreed for implementation from both internal and external sources. |

### Person Specification

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| Criteria | Essential | Desirable |
| Knowledge | * At least a level 2 qualification in computing | * A level 3 qualification in computing |
| Skills | * Initiative and ability to work under pressure to tight deadlines * Strong communication skills * Exercise proactivity and good judgement * Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way * Build and maintains positive relationships within the team and across the organisation * Maintain records and files, handle confidential information in compliance with the organisation's procedures |  |
| Experience | * Microsoft Windows Workstation 10 & 11 * Mac OSX * MS Office applications * End user devices inc Windows PCs, iMacs, tablets * MFD / print devices | * IT Helpdesk systems * Corporate networks inc Servers, network switches and wireless * MS Teams, inc Teams Telephony |
| Special working requirements | * A commitment to ensuring the safeguarding and welfare of children and vulnerable adults at Shrewsbury Colleges Group | * An interest in the Further Education and Training sector |