

Apprentice role title	Desktop IT Support Apprentice
College/Budget Centre	IT Services
School/Department	End User Services
Duration of the apprenticeship	1 Year (in the first instance Level 3)
Contact details for any enquires	C.wright.2@bham.ac.uk
Closing Date	10/07/2017

Apprenticeship summary

The apprenticeship is a customer facing entry level IT support opportunity within a 2nd line Desktop Support Team that forms part of End Users Services at the University of Birmingham.

The apprentice will develop skills working across End User Services within a college or Professional Services, completing basic IT support and moving in to different areas as the apprenticeship programme allows.

Main duties the apprentice will learn

During the apprenticeship, you will learn the following duties:

1. Receive support tickets from the IT Service Desk on a broad range of IT Desktop Support incidents.
 - a. Diagnosing and resolving or
 - b. Escalating to other team members to meet agreed Service Level agreements.
2. Undertake PC build and PC deployment activities.
3. Setup and configure mobile devices such as smart phones and tablets.
4. Provide proactive support for IT clusters.
5. Deploy and provide support for University and department specific software.
6. Provide users with guidance on how to operate software and/or computer equipment.
7. Support administrative IT activities e.g. IT procurement, backup tape and asset management.

This apprenticeship would suit:

The apprenticeship would suit an individual with a positive attitude towards the provision of exceptional customer service in a demanding IT environment. They will be a, polite, trustworthy, approachable and welcoming, able to talk to customers face to face, over the phone or via electronic medium. They will be confident, able to build strong relationships with team members and customers. They will be hard working with a strong desire to learn and a passion for IT.

Required Knowledge, Skills, Qualifications, Experience

Knowledge

- Microsoft Windows OS and Microsoft Office. Apple Mac would be useful but not essential.
- Basic PC troubleshooting / support skills.

Skills

- A desire to provide excellent customer service, with a friendly and helpful personality.
- Able to learn excellent communication skills, both written and verbal.
- Excellent time keeping.
- Able to learn how to prioritise competing demands.
- The ability to learn how to work effectively as a member of a team and unsupervised when required.
- Genuine enthusiasm for all things IT.
- A desire to continually learn and improve.

Qualifications

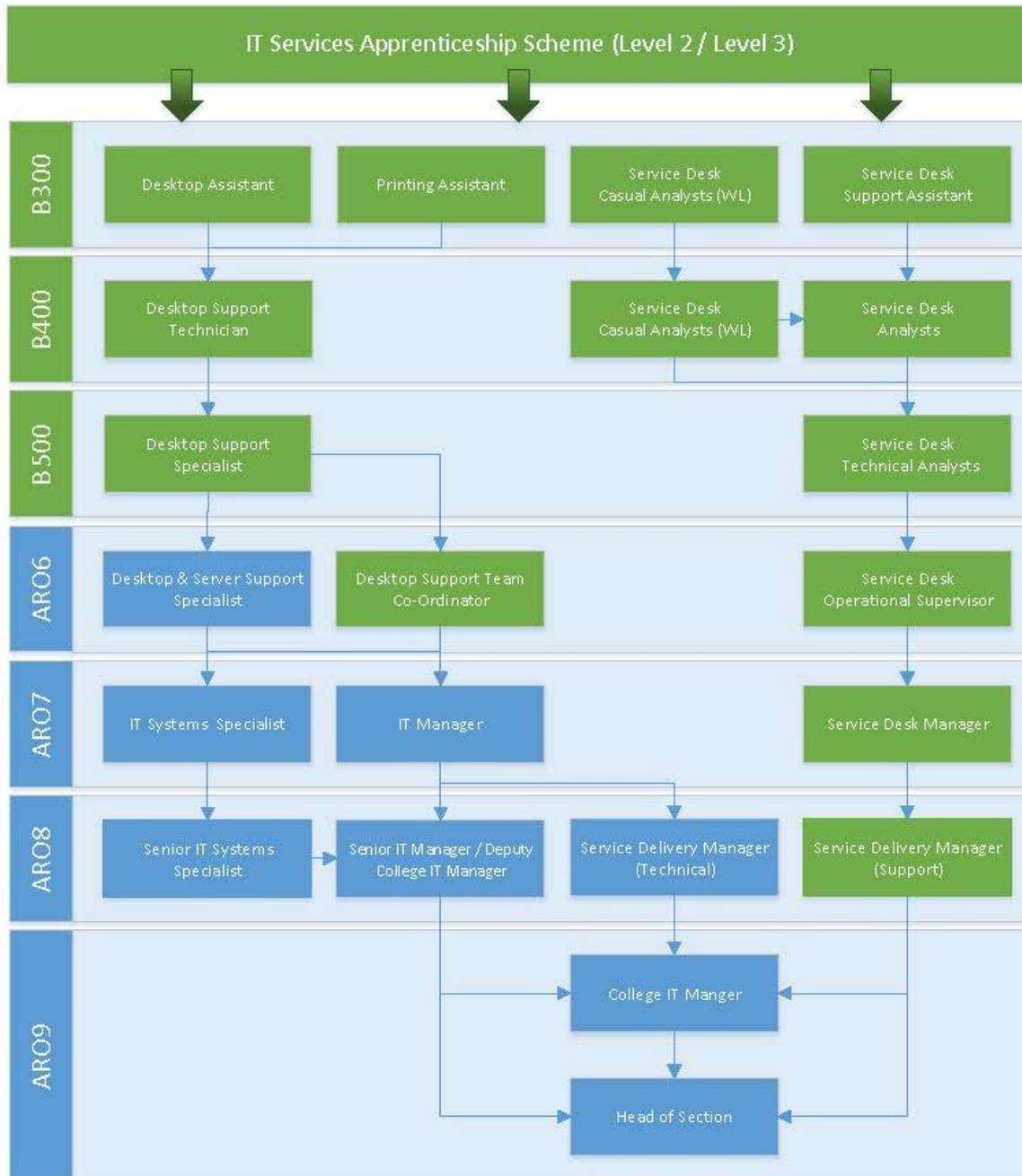
- A minimum of five GCSEs (C or above) essential, preferably including Maths and English.

Experience

- Experience of using core Microsoft Office products (e.g. Excel, Word, PowerPoint).
- Experience of configuring mobile devices such as Phones and Tablets.
- Basic experience of IT troubleshooting, both hardware and software.

Career Pathway

End User Services Career Path



The path indicated is not the only path available and staff are encouraged to explore alternative options with respect to their skill set and/or preference both within and outside of End User Services.