Apprentice title	IT Service Desk Support Apprentice
College/Budget Centre	IT Services
School/Department	End User Services
Duration of the apprenticeship	1 year (in the first instance Level 2)
Contact details for any enquires	C.Wright.2@bham.ac.uk
Closing Date	10th July 2017

Apprenticeship summary

This apprenticeship is a customer facing entry level IT support post gaining a wealth of IT experience based at the IT Service Desk.

- IT Service Desk: First line support
- IT Service Desk: Second line support

The apprenticeship will be within End Users Services at the University of Birmingham. The placement will be within the Main Library where the Service Desk is located. The apprentice will be the primary point of contact for all users with computing issues, analysing and triaging calls, resolving straightforward enquiries and passing on more time consuming or complicated enquiries to other support teams.

During your apprenticeship you will learn the following duties:

IT Service Desk First Line Placement Duties

1. Provide first line IT support to staff, students and visitors via all Service Desk support contact methods (in person, by phone, via web, on twitter)

2. Developing a good knowledge of the organisational and IT infrastructure.

3. Liaising with members of other technical teams to aid in the timely resolution of IT faults.

4. Writing IT support articles for the IT Service Desk Knowledge Base.

5. Participating in Incident Management and some Problem Management in line with ITIL methodologies.

IT Service Desk Second Line Placement Duties

6. Diagnosing support queries triaged by the first line support team and either resolving or escalating to other technical teams.

7. Utilising remote support tools to connect to end user devices in order to resolve issues.

8. Some exposure to our Laptop clinic which supports software related issues on student devices.

** These are generic duties and the scope of the apprenticeship duties will expand as skills develop.

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 people person, polite, 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, calm under pressure with a strong desire to learn.

Required Knowledge, Skills, Qualifications, Experience
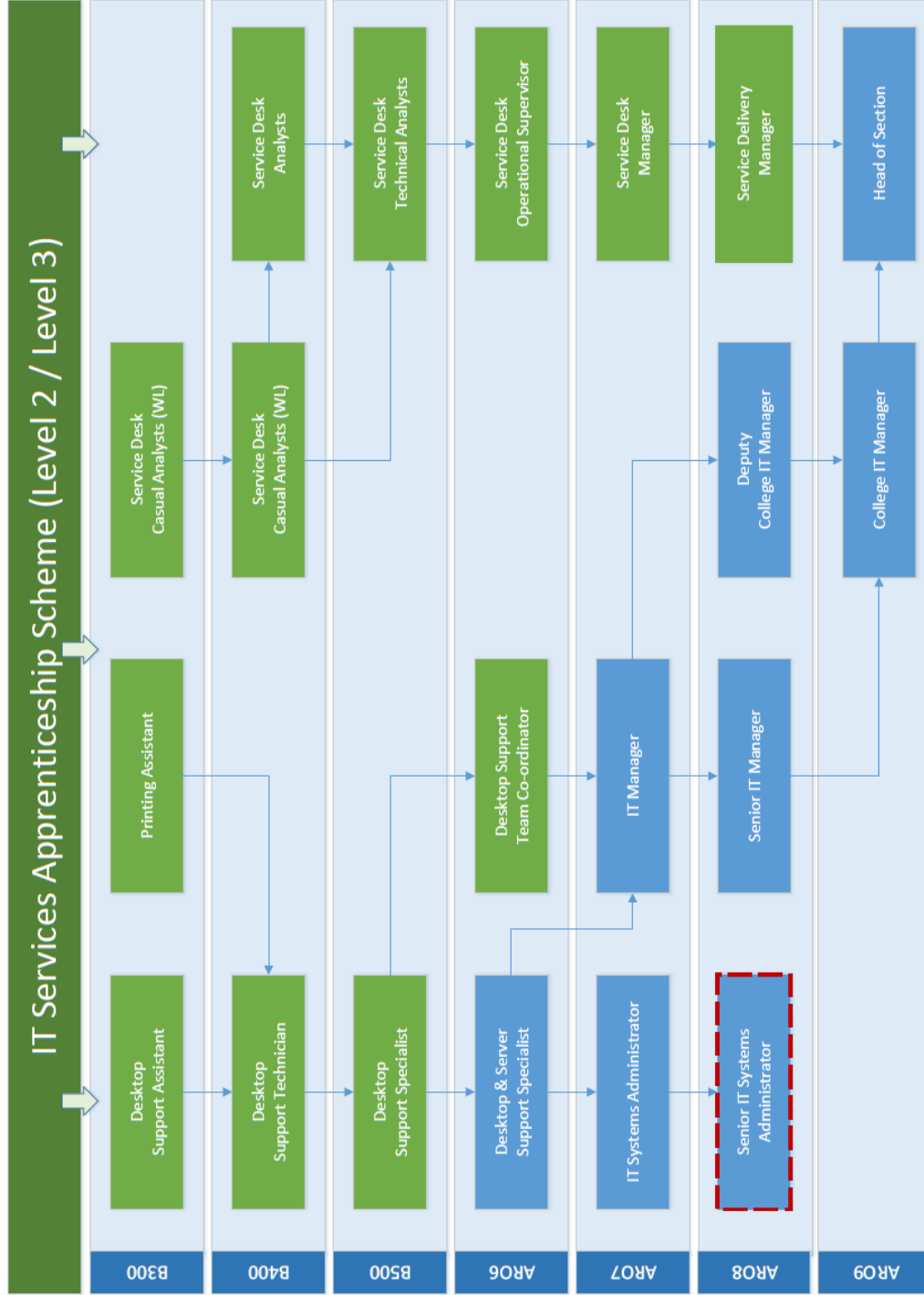
Knowledge and Skills

- A good working knowledge in one of the following (with some exposure to the other):
  - Microsoft Windows
  - Mac OS X
- Basic PC troubleshooting / support skills.
- A desire to provide excellent customer service, with a friendly and helpful personality.
- Able to develop excellent communication skills, both written and verbal.
- Excellent time keeping.
- The ability to learn how to prioritise competing demands.
- The ability to learn to work effectively as a member of a team and unsupervised when required.
- A desire to continually learn and improve.

Qualifications and Experience

- A minimum of five GCSEs (C or above) essential, preferably including Maths and English.
- Experience of using core Microsoft Office products (e.g. Excel, Word, PowerPoint).
- Some existing customer service experience would be desirable.

Career Pathway

End User Services - Career Path

IT Services Apprenticeship Scheme (Level 2 / Level 3)

| B300 | B400 | B500 | AR06 | AR07 | AR08 | AR09 |

Desktop Support Assistant → Desktop Support Technician → Desktop Support Specialist → Desktop & Server Support Specialist → IT Systems Administrator → Senior IT Systems Administrator

Printing Assistant

Desktop Support Team Co-ordinator → IT Manager → Senior IT Manager

Service Desk Casual Analysts (WL) → Service Desk Casual Analysts (WL)

Service Desk Analysts → Service Desk Technical Analysts → Service Desk Operational Supervisor → Service Desk Manager → Service Delivery Manager → Head of Section

Deputy College IT Manager → College IT Manager

(WL) = Worklink

Jobs with a red dotted line do not currently exist within End User Services.

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.