

Job description

Job Title	IT Apprentice
Service Area	Business Systems

Reporting to: Technical Services Manager

Purpose of job: To work closely with the Business Systems team to gain the knowledge and skills needed to provide accurate and timely first line IT support across the Authority.

Hours – 35 per week

Harwich Haven Authority Core Competencies

We expect you to:

- Contribute personally towards the achievement of the five core organisational values – CRAFT (Collaboration, Respect, Accountability, Fairness and Transparency).
- Contribute personally towards creating an all-inclusive workplace culture.
- To personally take responsibility for using and managing resources effectively, efficiently and sustainably.

Principle Accountabilities

1. To attend all training as required by the apprenticeship provider.
2. To assist with the day-to-day administrative tasks of the IT department.
3. To support the Business System team to provide first line support to HHA system users and manage tickets through the service desk system, administering as required.
4. To assist with monitoring the IT infrastructure to ensure service availability, security assurance and resilience, reporting findings where additional support is required.
5. To work with the Business System Team to liaise with internal departments and third parties in project, procurement, and IT support matters.
6. To assist with the research of products and solutions to help meet the demands of the business.



7. To assist with IT induction of new starters.
8. To assist with desktop training as appropriate.

The apprenticeship

This is a level 3 apprenticeship, which will involve significant periods working on the Authority's Service Desk, assisting with and prioritising incoming support tickets. The training element will be provided by a local provider and will be on a day release basis.

The apprenticeship will provide an understanding of the following areas:

- Introduction to IT support
- Working in IT support
- Stability and Resilience
- Testing and problem solving
- Introduction to networks
- Extended networks
- Security
- Cloud Systems
- Specialism and Portfolio
- Support Teams

The qualification you will gain at the end of your apprenticeship is Level 3 Information Communications Technician. There will also be the opportunity to gain CompTIA A+ certification alongside the apprenticeship.

Person specification

We expect you to have: Minimum of 4 GCSE/Level 2 to include English and Maths Grade 3+ or willingness and ability to achieve this as part of the apprenticeship	
Skill groups	Skills we hope you have:
Problem solving	<ul style="list-style-type: none"> • Good interpersonal skills • Good verbal and written communication skills • Ability to work independently • Ability to make decisions based on own judgements
Technical Skills	<ul style="list-style-type: none"> • Ability to communicate effectively with internal and external contacts at all levels • Ability to deal sensitively and appropriately with confidential information
Team working	Be able to work co-operatively with others to achieve shared goals and improve organisational performance
IT Skills	Microsoft Office applications (Outlook, Word, Excel)



Data Protection	Up to date knowledge and understanding of the principles of data protection legislation to ensure compliance.
Health & Safety	Understand and carry out duties in a manner which is safe for yourself, colleagues and public in accordance with the Health & Safety at Work Act 1974, in order to minimise the risk of injury/accident.
The following are any physical or special attributes that apply to this role:	
<ul style="list-style-type: none"> • Flexible - on occasion may need to work outside normal working hours, to meet the needs of the Authority. 	

