

## Job Description

**Job Title:** ICT Support Apprentice

**Responsible to:** Head of ICT

### Job Purpose:

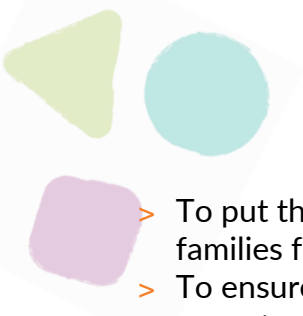
The postholder will be involved in the day-to-day running of the Service Desk to assist in its effective running and smooth operations. The role will be customer facing with opportunities to work from other sites as and when required. A Level 3 ICT course will be completed.

### Main Duties:

- > Provide 1st line support to users across the organisation at all sites.
- > Troubleshoot ICT hardware issues e.g. desktops, laptops, mobiles, copiers.
- > Install and configure software/hardware.
- > Diagnose network issues.
- > Ensure the Service Desk is maintained and updated accurately, clearly and in a timely manner.
- > Help maintain appropriate stock levels of computer consumables and accessories.
- > Provide point of contact for receiving, logging and managing calls from staff via telephone, in person and email, whilst providing a high level of customer service.
- > Follow calls through to resolution providing progress updates to users and/or suppliers as appropriate in a timely and effective manner.
- > Support retail shops in their daily back-office operations.
- > Complete system administration tasks such as creation / deletion / updating of user accounts, including password resets.
- > Ensure ICT records are updated, maintained and scheduled routine housekeeping exercises are undertaken including keeping the ICT Asset Inventory up to date.
- > Be aware of and abide by organisational policies.
- > Support the development, plans, aims and objectives of the ICT team.
- > Be polite and respectful of the environment, colleagues and organisation.
- > Maintain a professional approach to work and study.
- > Be able to work as part of a team and alone.
- > Completion of Level 3 ICT course curriculum objectives and provide updates as necessary to the Supervisor or Apprentice body.

### Other Duties:

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support

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- Three overlapping geometric shapes: a green triangle, a blue circle, and a purple square.
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
  - > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
  - > To actively participate in a performance and development review process and any training and development identified to further enhance your role with Acorns.
  - > To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
  - > Carrying out any reasonable duty as requested by your line manager.


Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



## Person Specification – ICT Support Apprentice

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>&gt; GCSE grade C in Maths, English and ICT or equivalent qualification</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Further courses undertaken in an ICT discipline</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>&gt; Experience of using computers, mobile phones, tablets and printers</li> <li>&gt; Enthusiasm for IT</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience of troubleshooting common ICT problems</li> <li>&gt; Experience of security applications eg anti-virus</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>&gt; Good working knowledge of Windows up to Windows 11</li> <li>&gt; Strong working knowledge of Microsoft 365 applications</li> <li>&gt; Good working knowledge of hardware e.g. laptops, desktop, printers, mobile phones, tablets, etc</li> <li>&gt; Excellent communication skills (written &amp; oral)</li> <li>&gt; Ability to work independently and as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Ability to use available resources to eg: Internet</li> <li>&gt; Ability to build and configure a PC</li> </ul>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>&gt; Awareness of ICT communication methods e.g.; Email, Teams</li> <li>&gt; Willingness to train and learn new skills</li> <li>&gt; Pleasant telephone manners</li> <li>&gt; Excellent timekeeping skills</li> <li>&gt; Presentable, polite and courteous</li> <li>&gt; Self-motivated</li> <li>&gt; Enthusiastic to develop a career in ICT</li> <li>&gt; Friendly and approachable with a “can do” attitude</li> <li>&gt; Committed to providing excellent customer service</li> <li>&gt; Open to being exposed to systems used in the care industry</li> <li>&gt; Ability to travel independently throughout the organisation</li> </ul>	
<b>BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>&gt; Will challenge the status quo</li> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li> <li>&gt; Curious, always seeking to understand and improve experience of customers</li> <li>&gt; Open to change and continuous improvement</li> <li>&gt; Innovative mindset and passionate about learning</li> <li>&gt; Commitment to the Acorns strategy &amp; its success</li> </ul>	

## Terms And Conditions of Employment



<b>Position:</b>	ICT Support Apprentice 15-month fixed term contract (permanent role offered on successful completion of the Level 3 course)
<b>Reporting To:</b>	Head of ICT
<b>Location:</b>	Drakes Court Alcester Road Wythall Birmingham B47 6JR  With travel to all Acorns hospice locations (Walsall, Worcester, Selly Oak)
<b>Salary:</b>	£19,000 per annum
<b>Notice:</b>	4 weeks
<b>Hours:</b>	37.5 hours per week
<b>Holidays:</b>	31 days including public holidays, rising to 35 days after 3 years service
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme.
<b>Life Assurance:</b>	NHS Pension Scheme Life Assurance cover or Acorns Group Life Assurance Scheme

All terms and conditions will be detailed in writing together with Employee/Health & Safety handbook, which must be read and observed.