

**Job Title:** IT Support Technician Apprentice (L3)

**Department:** IT

**Reporting to:** Head of IT

**Responsible for:** Not applicable

# Post Objectives

This is an entry level position within our IT Department based at the Honourable Society of Lincolns Inn. This position will provide the candidate exposure to various technologies along with an opportunity to learn core IT skills and support various software that are integral to the day to day running of Lincolns Inn.

This position provides an excellent opportunity for an apprentice to gain an in-depth knowledge of the Inn’s IT Infrastructure and to work with the existing IT team to learn core aspects of IT that are in place.

**You will be responsible for:**

* Providing excellent customer service through in-person, telephone and IT Helpdesk communications.
* First point for logging & triaging all IT issues with the company’s helpdesk ticketing system and escalating where required to senior engineers.
* Resolving phone, desktop & laptop issues across all departments– user queries for login issues, Microsoft 365, VPN, hardware issues, printers and Wi-Fi.
* Supporting Windows 11, Windows Server 2022 and IOS platforms through InTune.
* Creating and maintaining operational documentation, processes and procedures.
* Owning, managing and developing the starters and leavers process.
* Providing ad-hoc support for in-house audio-visual setup including lecture theatre and meeting rooms.



**Person Specification**

**Job Title:** IT Support Technician Apprentice (L3)

**Department:** IT

**Criteria:**

* IT literate – Microsoft Windows & Microsoft Office Suite
* Conformable using Mobile devices (iPhones, iPads, etc.)
* Strong relationship building and communication skills
* Assertive, self-motivated and collaborative
* Fast learner, ability to absorb and apply information
* Oral communication
* Written communication
* Numerical skills
* Problem solving
* Presentation

**The following experience would be beneficial:**

* Working in a team environment.
* Exposure working in a support role (Tech bar, call \ service centre, IT support role, etc.).

**Entry requirements:**

* 3 GCSEs (or equivalent) at grades 4+ (A-C) in any subject
* GCSE Maths and English (or equivalents) at grades 4+ (C or above)
* Prospective apprentices must not hold an existing qualification at the same or higher level as this apprenticeship is in a similar subject

You may also have a combination of qualifications and experience which demonstrate the minimum foundation needed for the programme. In this instance you could still be considered for the programme.

**Working week:**

35 hours per week, shifts to cover 8:30am to 5:30pm Monday – Friday with 1 hour for lunch (lunch provided). On occasion, additional work will be available outside of the standard work window to support events. Additional worked time can be granted as TOIL. You will be required to be onsite (central London) for 5 days per week.

**Future prospects:**

The potential of a full-time role or further learning opportunities at the end of apprenticeship.