

Job Description

Job title:	Advanced IT Apprentice
Department:	Digital Data and Technology group
Grade:	2
Location:	University of Bath

Job purpose

This is a 4-year advanced apprenticeship studying part time with the Open University towards a BSc (Honours) in Digital and Technology Solutions, on the other four days you will be working in the Intelligent Campus team. You will undertake a range of 1st and 2nd line technical support tasks to support the work of the department.

Further training and support will be provided at the University.

Under the direction of the Intelligent Campus team manager, the post-holder will work to support the Universities network, wi-fi, IoT and data centre infrastructure systems. They will be involved in maintenance of current systems and services and support the development of new systems. The post-holder will contribute to support processes, resolving problems, documentation and improving service levels.

Source and nature of management provided

The role is line managed by Intelligent Campus team manager.

Special conditions

Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday. From time to time you will be required to work outside these hours, for example to manage maintenance during less disruptive periods such as a 7.00 am start on Tuesdays for the ‘at-risk’ period.

The University operates an “out-of-hours” system to ensure service continuity. The post-holder will be required to join the out-of-hours list and asked to undertake occasional duties outside of standard University hours including evenings or weekends.

The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

Main duties and responsibilities

Operational support

- Provision of 1st line technical support for all users of computing and IT systems at the University. This would involve answering support queries via phone, email and face to face. Learning and adhering to local support procedures for call reception, fault logging, investigation and closure.
- Maintain a high degree of customer service for all support queries including ownership, feedback, allocation and follow up. To take ownership of user problems and be proactive and understanding when dealing with user's issues. Ultimately provide help and advice to users of the service and be able to offer appropriate technical guidance and advice.
- Schedule and undertake routine installations and removals of items of hardware and/or software.
- Conduct tests of hardware and/or software using supplied test procedures and diagnostic tools. Correct malfunctions, calling on other experienced colleagues and external resources if required.
- Document details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Develop and improve (ITIL CSI) operational procedures and standards.
- Installation and configuration of desktop PC systems running various operating systems including MS Windows, MAC-OS and Linux..
- Carry out routine audits and checks to ensure adherence to policies and procedures.
- Ability to adopt an understanding of and support new and emerging technologies which may become part of the service offering during the apprenticeship period..

In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Some occasional travelling may be required, for example to user groups or conferences.

Criteria: Qualifications and Training	Essential	Desirable
Educated to ONC or A level or equivalent qualification or experience in a related field	✓	
Educated to GCSE standard at grades A-C for a minimum of 5 GCSEs including Maths, English, ICT and a Science	✓	

Criteria: Experience/Knowledge	Essential	Desirable
A basic working knowledge IT Operating Systems such as Windows and Linux.	✓	
A keen interest in IT.	✓	
Evidence of previous work experience, paid or voluntary.		✓

Criteria: Skills and Aptitudes	Essential	Desirable
Technical competence and proven troubleshooting skills	✓	
Excellent organisational skills	✓	
Excellent interpersonal and communication skills	✓	
Ability to troubleshoot a multitude of hardware and software problems and to learn / adapt to new technologies	✓	
Ability to work with HE staff at all levels	✓	
Ability to assimilate new support tasks, while retaining and developing established ones	✓	
Ability to adapt communication style to suit the audience	✓	
Ability to work within a changing business and technical environment	✓	
Ability to deal with confidential and sensitive information with tact and discretion	✓	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.