



## Job Description

<b>Job Title</b>	Apprentice (IT Support )
<b>Department</b>	IT
<b>Location</b>	Guildhall School & Barbican Centre
<b>Responsible to</b>	Information Security & Infrastructure Manager
<b>Responsible for</b>	n/a

### Purpose of Post

The IT Support team provide services to Barbican Centre staff and Guildhall School staff and students, and undertake the technical support and management of IT systems, telephony, networks and software.

Reporting on a day to day basis to the InfoSec and Infrastructure Manager, you will be part of the IT Support team; you will provide first line IT support and help desk services to Barbican and/or Guildhall School staff and students and assist in supporting the IT systems. You will work primarily in either the Guildhall School or the Barbican Centre, but may be required to work in either location. You will complete the agreed apprenticeship learning programme. You will take ownership of the learning process with support provided by college and the department.

### Duties

1. Provide support to staff and/or students in the use of desktop operating systems, applications, telephony and hardware and log all support calls and respond as appropriate.
2. Install, upgrade configure and maintain desktop hardware and software.
3. Diagnose and resolve problems relating to desktop hardware and software including desktop and laptop computers, mobile phones, operating systems, printers, applications and other devices.
4. With support, to undertake projects assigned by departmental managers and deliver them to a high standard.
5. Maintain IT databases and documentation, including help desk systems, asset control systems, guidelines and procedures, system maintenance records, and other technical documentation as required.



6. Take responsibility for one's own learning including attending classes, complete coursework, gather evidence for course requirements and maximise learning opportunities while carrying out the job.
7. Take reasonable care for one's own health and safety, and that of other persons that may be affected within one's working environment, in accordance with the Guildhall School and the Corporation of London's Health and Safety procedures.

**EQUAL OPPORTUNITIES:** To conduct all activities taking account of the City of London Corporation's Equal Opportunities' policy, ensuring that all clients, contacts, students and employees are treated fairly and with dignity and respect. To promote the Corporation's commitment to equality and diversity in all their activities.



## Person Specification

<b>Job Title</b>	Apprentice (IT Support)
<b>Department</b>	IT - Guildhall School & Barbican Centre
<b>Grade &amp; Level</b>	Apprentice
<b>Trent Position Number</b>	

Please find below the key skills, experience and core behaviours required to undertake this post.

### Technical Skills / Professional Qualifications / Relevant Education & Training

- Ability to use a computer; good knowledge of Microsoft operating systems such as Windows 7 or Windows 10 and good knowledge of the Microsoft Office suite of applications, preferably Word, Excel, PowerPoint and Outlook.
- Reasonable knowledge of PC hardware and common maintenance operations
- Good telephone manner - polite, patient and diplomatic with excellent customer service skills
- An excellent standard of written and spoken English with good attention to detail
- Ability to prioritise and effectively time manage using the call logging system
- Ability to work as part of a team as well as on own initiative.
- Ability to be a self-starter and actively seek work.

### Other Relevant Information e.g. working hours or desirables (only if applicable)

Core working hours are between 9.15 and 5 pm Monday to Friday. Occasionally the candidate would need to be flexible with these hours in the event of project work or special circumstances that require additional assistance.

It is essential that you have Customer Service experience via paid or voluntary work.

It is not essential but it would be very useful if you already have some experience of:

- Microsoft Active Directory
- Microsoft Office 365
- Good knowledge of mobile/portable devices, and Apple Mac OS X, iOS

An interest in IT and the performing arts would be advantageous.



## Supporting Questions

Include everything you think is relevant to answer the supporting questions below illustrating your skills, knowledge and experience. Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided.

Please enter your answers to the following questions in the Supporting Statement section on the application form.

### **Question 1:**

Why have you applied for this role?

### **Question 2:**

What skills will you bring to the role?

### **Question 3:**

What attracted you to the Barbican Centre?

### **Question 4:**

Why are excellent communication skills important in this role?

### **Question 5:**

Give an instance when you had to solve a desktop or portable PC problem?