

Job Profile

Job Title	IS 1st Line Support Apprentice – Level 3
Reports to (job title)	IS 1st Support Partner Lead (who will support you every step of the way!)

The job in a nutshell...

As an IS 1st Line Support Apprentice (Level 3) you'll be part of our IS Team (some companies call it IT!) and based within the first line support area of the department, providing first point of contact for IT service users to report issues and service requests.

During the apprenticeship you will work within different areas of the team and gain a wide and varied range of skills and experience. Alongside this you will also be fully funded to achieve an Infrastructure Technician Apprenticeship Level 3 (A level equivalent) and supported with time to study.

What success will look like...

You'll be part of a team that delivers brilliant IS service and will be successful when you:

- Learn the job role and develop related work experience throughout the apprenticeship duration
- Complete the apprenticeship qualification within agreed timeframes
- Work well with colleagues and show a willingness to learn and develop
- Provide brilliant service to all users of IS Services
- Learn how to investigate, diagnosis and resolve IT issues that are reported and escalate them when appropriate

The apprenticeships will also help you to learn how to;

- Provide 1st line investigation and diagnosis for all service desk calls
- Resolve incidents and service requests during the first point of contact whenever possible
- Confidently escalate incidents and service requests that cannot be resolved within agreed timescales
- Use of a range of tools for professional communication
- Secure connection of a range of devices to the company network
- Use tools for hosting and analysing data
- Use of tools for testing, troubleshooting and analysing problems
- Configure a range of hardware and software

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You'll already have these **brilliant** skills, qualifications and knowledge...

- Some great existing IT skills, perhaps a keen interest in computers and how they work
- A commitment to ongoing learning, an open mind and a willingness to 'have a go'
- A keen interest in becoming a brilliant communicator
- Good verbal and written communications skills
- Good typing skills to ensure quick and accurate entry of incidents and service requests
- Ability to work in a professional manner within a fast paced environment
- Ability to manage workloads and meet deadlines
- Ability to work accurately with a good eye for detail
- Able to work as an effective team member
- Able to learn quickly how to use in-house IT system
- Ability to deal with sensitive information, maintaining confidentiality

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

It is really important that you have a big interest in IT and computers and an advantage if you held an existing qualification at around about Level 2 (which is GCSE or equivalent!). But hey....this is an apprenticeship so just be willing to have a go, try new things and learn loads!

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐... up to £ [Click here to enter text.](#)

You'll manage people? No ☒ Yes ☐... around [Click here to enter text.](#) direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☒ Regular ☐ Frequent ☐

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Brilliant ★ People

At Home Group, every colleague lives and demonstrates our values and brilliant people behaviours as part of their role.



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That's when it hits home
www.homegroup.org.uk/careers