

**JOB PROFILE:** ITApprentice

**RESPONSIBLE TO:** IT Manager

**PURPOSE:** To assist in all aspects relating to the care and maintenance for hardware, software, telephony equipment and digital corporate systems for Teign Housing and to assist in the discharge of the Company’s responsibilities.

To assist the role of IT Infrastructure Analyst in the design and enhancement of the IT infrastructure and digital systems that will support Teign Housings corporate objectives.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

Ensuring an effective IT operational support function is maintained. This involves:

1. To provide first line helpdesk support for hardware, software, digital and telephony equipment.
2. Assist with carrying out the work necessary to provide an effective service desk and server support service.
3. To assist with the setting up, maintenance and repair of IT equipment.
4. To install and configure software applications.
5. Assist with the management of user access accounts so that staff are able to perform their required functions, whilst maintaining strict security.
6. To assist with producing IT statistics, reports, server procedures and user guides as required and maintaining ICT records.
7. Maintenance of an accurate register of ICT assets.
8. To assist with maintaining appropriate stock levels of computing consumables and accessories.
9. To assist with safety and security in relation to workstations and equipment.
10. Assist with the timely updating of information on the Teign Housing website.
11. Assist with the updating of IT related information held within the Teign Housing Intranet.
12. Assist with liaising with third parties supporting Teign Housing’s IT.
13. Provide systems and tools to assist users in routine tasks.
14. Maintain knowledge of emerging IT technologies.
15. To work towards and complete an NVQ for IT Professionals.

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| No job profile can cover every issue, which may arise within the post. The IT team will be small and team members will be expected to gain an understanding of each other’s roles and responsibilities to provide cover for holidays and absence. Accordingly, the jobholder is expected to carry out duties requested by the IT Manager and Head of Corporate Services from time to time. |

Signed:……………………………………………………………………………………….

Date: …………………………………………………………………………………………