

## Job Description

**NAME:** //

**JOB TITLE:** ICT Apprentice – Software/Development and Training

**DIVISION:** //

**OFFICE:** Telford base (peripatetic to cover all offices)

**RESPONSIBLE TO:** ICT Partner

### PURPOSE OF ROLE

To provide technical ICT (information and communications technology) support to internal customers and the ICT Trainer, principally in the development of mfg's software applications and provision of support/training in the use of applications by the wider business. To strive for continuous personal development (CPD) at work.

### PRINCIPAL DUTIES AND RESPONSIBILITIES

#### Tasks and Activities:

1. To provide technical support to internal customers through a range of communication channels.
2. To manage time, prioritising digital support workflows to meet critical milestones.
3. To apply relevant policies and legislation appropriate to the role, and follow appropriate escalation procedures.
4. To undertake basic data analysis, utilising appropriate digital technologies.
5. To maintain security of data by applying the appropriate policies and complying with legislation.
6. To support continuous improvement activity within the firm, including the development of software/applications.
7. To resolve digital issues using the appropriate tools and technologies.
8. To collaborate with stakeholders to manage expectations, escalating as appropriate.
9. To take responsibility for own CPD by keeping up to date with technological developments.
10. To document actions to ensure a clear audit trail and progression of issues.
11. To take appropriate action when application problems are identified.
12. To support application users, advising on how to optimise productivity.
13. To provide application training to users as required.
14. To source information to support, advise or guide as appropriate to the audience.
15. To undertake any other duties commensurate to the role as may be needed.

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### Generic Responsibilities and Expected Standards:

1. To assist with the implementation of good working practices, maintain a high standard of work and client service/care within your area of responsibility, in accordance with the firm's policies, procedures and guidelines and/or as directed by your line manager.
2. To use initiative on all matters.
3. To ensure confidentiality and security for all firm and client documentation and information.
4. To undertake any specific training course as and when required.
5. To effectively demonstrate the firm's values and behaviours at all times.
6. To maintain clear and precise communications with other members of staff and assist other members of staff when required.
7. To develop good working relationships with external institutions, organisations and other third parties.
8. To ensure that any equipment supplied for the purpose of your work is used correctly, maintained and any defects/faults are reported.
9. To ensure that Health & Safety principles and safe working practices are followed at all times. Employees have a legal duty that gives them responsibility, so far as is reasonably practicable, to ensure that they do not endanger themselves or anyone else by their acts or omissions.
10. To cooperate with the firm on Health & Safety matters and do not interfere with or misuse anything provided for health, safety and welfare purposes.
11. To keep areas of work clean and tidy.
12. All employees have a responsibility to carry out their work with due regard for the environment.

## **PERSON SPECIFICATION**

### **Skills, Knowledge, Experience and Attitudes**

1. A proficient level of literacy and numeracy.
2. ICT literate with experience in a range of software applications including Microsoft Office, and an effective understanding of ICT related developments, compliance, and relevant legislation.
3. Experience of data entry and text processing, with a high level of attention to detail.
4. A team player.
5. Ability to interact effectively with others, both face to face and over the telephone.
6. Committed to excellent service.

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7. Highly motivated and willing to learn.
8. Organised and methodical with the ability to multi-task, prioritise and work in a fast paced environment.
9. Proactive and able to work creatively and using own initiative.
10. An understanding of and adherence to General Data Protection Regulation (GDPR), and maintaining confidentiality and integrity at all times.

## **SUMMARY**

The details outlined in this job description reflect the content of the post at the date the job description was prepared. It is inevitable that over time the nature of a defined job role will change, existing duties may be lost and other duties gained without changing the general character of the work or level of responsibility entailed. It is intended that this job description will be revised from time to time in discussion with the post holder.

In addition, you may be expected to perform other duties commensurate with this position or as required to assist the business needs. Any additional tasks will be kept within your abilities and skills range, and training will be provided if necessary. Such agreement should not be unreasonably withheld.