



Apprentice IT Service Desk Analyst

Job Description

Faculty / Department:	Financial and Information Services	
Campus:	Cauldon/Burslem	
Responsible to:	Director of IT and Digital	
Responsible for:	N/A	
Grade:	National Apprenticeship Scale (https://www.gov.uk/become-apprentice/pay-and-conditions)	Hours: Full time, 37 hours per week, fixed-term for 18 months

Role Summary:

The Apprentice IT Service Desk Analyst serves as the central point of contact between IT and all end users, engaging with them on a daily basis. Utilising email, phones, the Helpdesk portal and Microsoft Teams, users log all incidents (errors, malfunctions, requests or seeking advice) and this role coordinates all incoming queries with the IT Technicians for a timely and effective resolution. Additionally, this role is responsible for coordinating annual licence renewals, raising purchase orders for equipment and software, and liaising with a wide portfolio of external vendors for a significant operational budget which requires detailed administrative skills and record keeping.

Main Duties and Responsibilities:

Work Processes and results

- Serve as the primary contact for incoming queries through various channels such as telephone, email, portal, or MS Teams. Coordinate responses and ensure that tasks are assigned to IT Technicians, while maintaining relevant updates in the Helpdesk system.
- Escalate unresolved calls to appropriate IT and Digital team members, or highlight issues where an incident is unable to be resolved.
- Assist in the creation and maintenance of an Asset Database (CMDB) for hardware and software, ensuring that College Hardware/Software Asset Registers remain current and correctly reflect additions, movements and disposals to the fleet.
- Ensure that currency of software licensing is maintained at all times.
- To ensure that all team tasks and projects are correctly and fully logged in the team Helpdesk and that the resultant record is both meaningful and complete.
- Take ownership of issues logged in the Helpdesk, maintaining a high degree of customer service by ensuring the status of logged incidents is kept up to date and communications

are timely.

- To contribute to the successful achievement of the IT Services 'Service Level Agreement'.
- To understand and operate within the terms of reference of all team Policy/Procedures.
- In time, to perform some initial basic fault diagnosis in the event of failure, malfunction or anomalous operation of hardware/software and to ensure that the agreed recording and escalation procedures are promptly followed.
- To develop and maintain appropriate Systems documentation relevant to your role and to contribute to the wider team's documentation, when requested.
- To assist with and undertake procurement work when raising orders and associated delivery paperwork.
- To work with specific contracts and vendors where stipulated by current contracts e.g. warranties, mobile phones, printers etc.
- To assist in the operation of the Team Helpdesk/Team Consumables and Stock/Spares control system.

Team Work

- To work closely with the other Departments, as well as with partner agencies and vendors.

Communication / Documentation

- Communicate effectively across a wide range of audiences.

Personal Development / Performance

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

College Values

- To demonstrate and uphold the College's values.
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College an inclusive environment in which to learn and work.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges.
- To attend relevant and associated training, as required.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the postholder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the postholder.

This Job Description and Person Specification is accurate as at March 2024. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

PERSON SPECIFICATION

Apprentice IT Service Desk Analyst

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Minimum of 4 GCSEs at Grade 4 or above (or equivalent qualifications) to include Maths and English. 	A, I	<ul style="list-style-type: none"> ITIL Foundation or above. 	A
Experience	<ul style="list-style-type: none"> Experience of IT service delivery. Experience of end user computing i.e. MS Office products. 	A, I A, I	<ul style="list-style-type: none"> Recent experience in a fast-paced role within an education environment. Public sector procurement regulations and frameworks. Experience in the production of appropriate Systems, Documentation and the maintenance of relevant audit trails and technical logs through an IT Helpdesk. Microsoft 365 experience. 	A, I A, I A, I
Skills/ Aptitudes/	<ul style="list-style-type: none"> Ability to work effectively to meet 	A, I	<ul style="list-style-type: none"> The ability to create and follow 	A, I

Competences/	<p>strict deadlines.</p> <ul style="list-style-type: none"> • Ability to prioritise own workload. • A working knowledge of Microsoft Windows and PC technology in general and an interest in computing. • Good, fluent and confident communication skills and the ability to work with staff, customers and vendors at all levels. 	<p>A, I</p> <p>A, I</p> <p>A, I</p>	<p>a standard operating procedure to triage a fault for escalation or redirection to another team member.</p> <ul style="list-style-type: none"> • Experience of diagnosing end-user hardware / software issues. 	<p>A, I</p>
Other	<ul style="list-style-type: none"> • Commitment to own personal and professional development. • Ability to work from Burslem and Cauldon campuses on a scheduled daily basis, as required with advanced notice. 	<p>A, I</p> <p>I</p>	<ul style="list-style-type: none"> • Ability to travel between campuses during the work day. • Ability to work flexibly. 	<p>I</p> <p>I</p>



TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.

Conditions of Appointment

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

Pension Arrangements

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

Working Hours

The standard full-time working week for all staff is 37 hours.

Maternity, Paternity & Adoption

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

Sick Pay

The Company has a scheme of enhanced sickness benefits.

Training and Development

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

Holidays

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

Staff Parking

Free and ample parking space is available on both sites, subject to availability at peak times.

Salary Payments

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

Notice Periods

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

Location of Work

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

Equality of Opportunity

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.