

IT Apprentice

Within the IT Service



SALARY

Up to £18,067

RESPONSIBLE FOR

Delivery of IT services to SHG Employees

RESPONSIBLE TO

IT Technical Lead

CORE PURPOSE

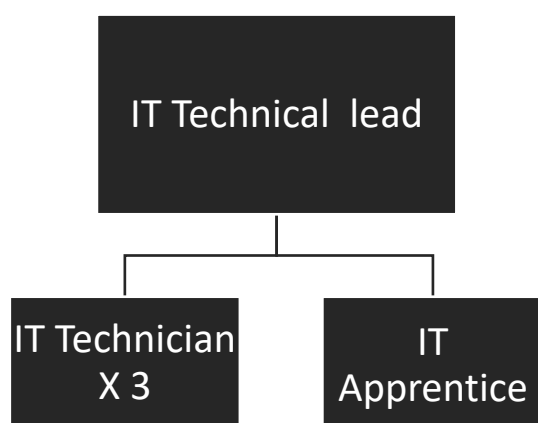
To assist in providing a high-quality IT service to enable organisational effectiveness and change

Our IT Apprentice will be responsible for providing day-to-day IT support to Stockport Homes Group staff.

As the first point of contact for IT support, you will present a welcoming environment for staff and provide a responsive service, enabling staff to continue to be effective in their delivery of services.

As part of the IT Team, you will be involved in projects and other collaborative work with staff across the organisation.

The post holder will also work closely with internal and external partners to ensure that any outstanding or escalated issues are resolved.



PENSION

Access to a Social Housing Pension scheme (SHPS)



MAIN LOCATION(S)

Stockport Homes, Cornerstone



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



Salary of £18,067



HOLIDAY ENTITLEMENT

25 days annual leave



WORK PATTERN

Full Time 35 hours

RESPONSIBILITIES *the IT Apprentice will...*

- ✓ Develop supplier, colleague and user relationships
- ✓ Provide excellent customer service
- ✓ Solve IT problems
- ✓ Proactively support others
- ✓ Assist in the smooth running of the IT services
- ✓ Carry out administrative duties such as purchasing, sourcing, auditing and planning
- ✓ Provide first line technical support over the phone, via e-mail and face to face
- ✓ Evaluate hardware, software, systems and services

STRENGTHS *the IT Apprentice will deliver key responsibilities by...*

- ✓ Being motivated to learn
- ✓ Having a 'can do' attitude
- ✓ Learning from mistakes in order to improve
- ✓ Proactively engaging with colleagues
- ✓ Taking an active part in discussions
- ✓ Enjoying working in a busy environment
- ✓ Being organised
- ✓ Seeing tasks through to the end
- ✓ Taking ownership and responsibility
- ✓ Being open to try different approaches
- ✓ Building rapport with key stakeholders

REQUIREMENTS *the IT Apprentice must have...*

- ✓ A willingness to learn
- ✓ A keen interest in pursuing a career in IT
- ✓ Excellent customer service skills
- ✓ Ability to work quickly and accurately
- ✓ A positive attitude
- ✓ A minimum of 3 GCSEs or equivalent grade A-C in any subject, with English and Maths being at Grade D or above
- ✓ Must not be undertaking another Apprenticeship at the same time
- ✓ Convey technical information to a non-technical user
- ✓ Challenge others in a positive way
- ✓ Collaborate effectively with other members of the IT team, project groups and other staff

VALUES *the IT Apprentice will role model core values through....*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



The Prince's Responsible Business Network
Race at Work Charter signatory



INVESTORS IN PEOPLE

Platinum
Until 2022



Health & Wellbeing Award

