# Job description

## IT Systems Apprentice

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| Overview | As an IT systems apprentice you will be working across all the systems used within AlphaPlus, providing direct support to employees, our base of over 400 associates, and our customers. You will support the management of AlphaPlus’ Manchester office network and provide hardware support for all employees.  The role will be full-time and based in our Manchester Head Office at Unit 109 Albert Mill, Ellesmere Street, Castlefield, Manchester, M15 4LY. Note: currently all staff are working from home with limited time spent in the office. |
| Key purpose of the job | * To support the Information Systems Officer in the administration of all company systems and hardware * To train and support employees on the best use of organisational systems; particularly Office 365, Teams, SharePoint, and Dynamics CRM * To ensure compliance with Cyber Essentials Plus at the Manchester Head Office * To carry out project support and co-ordination tasks to assist the smooth running of AlphaPlus projects |
| Typical responsibilities | * Providing first line technical support for SharePoint, Teams, Zoom, Exchange, Dynamics CRM and Windows 10 * Exploring options for new systems, or system enhancements, both within AlphaPlus and for project-based work * Video editing using Camtasia * Creating e-assessment items within a range of e-assessment platforms * Carrying out a range of tasks of administrative or project co-ordination and/or management nature |
| Typical Outputs | * Quotations and recommendations for IT services / licences * Project specific outputs as defined in the project documentation * Communications required for project and company meetings |
| **Key relationships** | |
| Internal | * Line manager – Zak Horrocks, Information Systems Officer * Manchester-based office staff * Associates |
| External | * IT service providers * Direct customer – provide consistent administrative point of contact, agreed participation in project management meetings / calls * End customer (where appropriate/applicable) – participation in project management meetings / calls |
| **Resources for which the job holder is accountable** | |
| People | * Managing internal and external clients, but no line management responsibilities. |
| Assets | * Hardware and software management * Manchester Head Office network |
| Budgets | N/A |
| **Person specification** | |
| Personal attributes | **Mandatory**:   * Enthusiasm for IT * Good office administration/IT skills * Good communication and numeracy skills to support company staff and in dealings with external customers and contractors * Good accuracy/attention to detail * Ability to work to agreed deadlines with limited supervision * Ability to work with a diverse and geographically-distributed set of employees * Good organisational/personal work management to be able to operate in a multi-project environment * Initiative – must have ability to plan and drive own learning and development within the framework provided by AlphaPlus * Ability to work autonomously and collaboratively with individuals as part of a team * Ability to solve problems by using a common sense and practical approach * Ability to be proactive in raising concerns and risks with supervisor/senior staff * Commitment to learning and investment in own professional development   **Desirable:**   * Familiarity with Office 365 * Familiarity with basic data security concepts * Customer service: communicates effectively with external and internal customers |
| Professional/ technical competencies | * Reasonable fluency with Office 365 applications * Good GCSEs in English and Mathematics |
| Relevant experience | * Candidates with any level of experience will be considered |