



TRINITY HOUSE

ROLE PROFILE

IT APPRENTICE (DIGITAL SUPPORT TECHNICIAN)

JOB PURPOSE

To undertake training and development during agreed timescales to become a competent IT Assistant Service and Support Analyst and undertake any additional training and tasks as assigned by the IT Service & Support Manager.

KEY RESPONSIBILITIES	Technical duties	▪ Learn how to carry out technical IT duties as required and directed. ▪ Undertake training to participate in the IT support function as part of the Service Desk framework and IT Service level Agreement (SLA).
	Front line support	▪ Undertake training to provide front/first line support service to end users on software and hardware related problems. ▪ Provide first line and second-line support where required and as development allows.
	Data and communications network	▪ Understand the fundamentals of computer networking. ▪ Support the monitoring and maintenance of the Data and Communications Network. ▪ Understand how cyber security risks and vulnerabilities can affect data and networks.
	Project delivery	▪ Assist in projects and project tasks as allocated or agreed by IT management. ▪ Participate and assist in the planning and implementation of IT projects as directed. ▪ Assist in initiatives specifically relating to service and support and business systems.

	Cyber security and data protection	▪ Develop an understanding of cyber security and data protection issues and learn how to implement countermeasures, undertaking remedial actions in line with Trinity House cyber/security policies and procedures. ▪ Adhere to stated policies and procedures relating to cyber security and data protection. ▪ Assist with cyber security training initiatives and programmes.
	General	▪ Attend agreed further education courses as required in the apprenticeship programme. ▪ Successfully complete all required training courses and engage fully with any career development opportunities during apprenticeship. ▪ Adhere to stated policies and procedures relating to health, safety, and environmental and quality management. ▪ Undertake additional tasks and responsibilities as assigned or necessary, within scope of the role. ▪ Comply with the Trinity House 'WAVE' values.
ENTRY REQUIREMENTS	Skills and experience	▪ A strong willingness to learn. ▪ A keen interest in IT and technology.
	Qualifications	▪ Three level 2 qualifications (or equivalent) including English and mathematics.
	Professional Competencies	▪ Working to the Apprenticeship Standards.