

# Job Description



<b>Job Title:</b>	Information Communications Technician Apprentice L3
<b>Reports to:</b>	IT Application and Service Support Manager
<b>Grade:</b>	Apprenticeship Grade / Level 3
<b>Date:</b>	2026

## 1. Job Purpose

The Information Communications Technician Apprentice will work as part of a team providing efficient ICT services and excellent standards of support throughout the organisation. The post holder will be expected to be professional, have technical competence and have good communication skills, answering helpdesk calls and supporting staff with computer and software issues.

The post holder will have responsibility for managing their own tasks but will always be under the direct supervision of a qualified/experienced colleague. Full training will be given.

## 2a. Key Responsibilities

*An apprenticeship is a learning role; therefore, the list below represents tasks that might be undertaken. However, full training will be given, and tasks will vary depending on placement.*

- Answering incoming calls, supporting staff with computer and software issues as and when they occur
- Assist in providing general IT first line technical support e.g. replace printer consumables, undertake repairs to hardware and accessories, arranging the collection and delivery of repairable items which are under support contract
- Record and resolve faults wherever possible, seeking external help where necessary
- Update lists, processes, checklists and databases efficiently
- To deliver and set up IT and media equipment and support technologies, including the installation and configuration of all PC workstations and associated software packages
- Maintain, clean and service equipment, performing computer updates and replacements as directed
- To provide reception cover, speaking with customers, suppliers and visitors both face to face and over the phone, dealing with enquiries in a friendly and professional manner ensuring a high level of customer service is delivered
- Be actively involved in YPO's continuous improvement process, especially the on-going introduction of best practice policies and procedures
- Learn to contribute to the work of the team in delivery of projects

## 2b. Generic Responsibilities

- Work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensure that services are delivered in line with relevant legislation, ISO standards and YPO objectives, values and policies including those relating to Equity, Diversity & Inclusion, Customer Care and Health and Safety
- Undertaking other duties may be required from time to time that reasonably fall within the scope and grade of the post.

## 3. Dimensions

- No direct responsibilities as this is a training role.
- Accountable for coursework and a positive outlook to learning with an outcome of a Level 3 Information Communications Technician Apprenticeship standard.

## 4. Planning and Organising

- Timekeeping and punctuality in line with departmental requirements
- With direction from the line manager completing allocated tasks in a timely manner

## 5. Problem Solving and Decision Making

- Accountable for coursework and a positive outlook to learning with an outcome of a Level 3 Information Communications Technician apprenticeship qualification.

## 6. Communication and Relationships (internal and external)

- Building relationships with colleagues at YPO
- External suppliers/contacts appropriate to the department
- College Tutor
- Apprentice Manager

## 7 Special Features and Personal Attributes

- A cheerful and optimistic attitude to work
- The drive and determination to 'make things happen'
- Ability to build relationships and rapport with colleagues and customers
- A commitment to self-development
- A good team player

Apprentices are expected to get involved with apprenticeship promotion activities for YPO such as National Apprenticeship Week and careers fairs.

This post is subject to the Fluency Duty under Part 7 of the Immigration Act 2016. The post-holder is therefore required to demonstrate a level of fluency which enables them to converse spontaneously with a natural flow, and explain complicated information, using accurate spoken English (including technical or specialist terminology), to service users, and when required, demonstrate an ability to find alternative vocabulary in order to be understood.

<b>8. Knowledge, Skills and Experience</b>			
<b>Area</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<b>Knowledge</b>			
GCSE or equivalent Grades A*-C (Grade 4 and above) in Mathematics, English Language, IT and 1 other subject <i>Students may refer to their predicted grades in either or both formats</i>	x		Application
A good understanding of the work and skills required of an IT Technician	x		Application/Interview
<b>Skills</b>			
A good working knowledge of Windows and ability to use MS Office 365 products	x		Application/Interview
Customer focused with good communication skills	x		Application/Interview
Self-motivated with the ability to prioritise tasks in order to achieve targets	x		Application/Interview
Technical skills in the use and support of computer systems		x	Application/Interview
Ability to work independently and as part of a team	x		Interview
An effective problem solver with an aptitude for understanding processes and investigating technical IT issues	x		Application/Interview
Excellent attention to detail with analytical and judgement abilities	x		Application/Interview
<b>Experience</b>			
Any part time or voluntary employment such as shop work or support in a clerical position		x	Application/Interview
Experience of participation in school/college extra-curricular activities		x	Application/Interview
Experience of working in a team, e.g. sports clubs, hobbies or school project work		x	Application/Interview

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**Jobholder Signature:**

**Manager Signature:**

**Date:**