



Connexus

Job Description

IT Technical Apprentice

Department: IT

Direct Supervisor: IT Service Desk Team Lead

Location: In office (Craven Arms) and remote working with travel to support customer requirements.

1. Job purpose

- Provide IT technical support and help develop, implement and maintain IT solutions including using AI and automation to improve efficiency, service quality and user experience.

2. Dimensions

- N/A

3. Key objectives/performance measures

- Provide customer facing support for all colleagues across the business.
- Develop good working relationships across the Connexus Group.
- Work alongside the IT Service Desk team but also liaise and support support the Infrastructure and Application teams.
- Provide first line support to all areas of the business, escalating to internal teams and 3rd parties where appropriate.
- Support other IT colleagues regarding major projects such as infrastructure and systems upgrades.
- Knowledge transfer with other colleagues within the team
- Ability to travel between corporate sites and offices (as required)
- Create and maintain knowledge articles and simple user guides to support self-service.
- Support new starters and leavers to ensure colleagues have the correct equipment, accounts and access from day one.
- Use approved AI tools to support ticket resolution, improve knowledge content and enhance the colleague experience.
- Help identify trends and recurring issues from service desk data and support simple automation/workflow improvements that reduce manual tasks.
- Apply good practice for secure, ethical and responsible use of AI and automation in line with organisational policies.

Key Performance Measures:

- Undertake technical certificate(s) and key skills qualifications as per the apprenticeship's standards within agreed timescales.

4. Skills and experience required

- Able to follow verbal and written instructions and procedures
- Good numeracy and literacy skills
- Good IT skills with an interest in using modern tools (including AI) to improve how work is done
- Excellent time management skills
- Good attention to detail
- Good interpersonal skills
- Able to communicate with others clearly and courteously both verbally and written
- Ability to work cooperatively with others in a team environment
- Demonstrate patience and understanding of customers' needs
- Ability to demonstrate problem-solving and troubleshooting skills
- Customer service skills
- Willingness to learn and apply AI and automation safely, ethically and responsibly.

Beneficial IT Knowledge

- Knowledge of computer operating systems, software and hardware, cloud and web-based software and systems e.g. Microsoft Azure, Microsoft 365 and awareness of workflow/automation tools within Microsoft 365 (e.g. Power Automate)
- Any work-based experience in IT.
- Basic knowledge of networking and troubleshooting network issues
- Ability to diagnose, troubleshooting and help resolve technical hardware and software issues
- Familiarity with Windows and Android Operating Systems and Microsoft environments

5. Qualifications

- Ability to undertake technical certificate and key skills qualifications as per the apprenticeships standards
- Good level of Math's and English

6. Key relationships

- All Colleagues

7. Organisation chart

Reporting to: IT Service Desk Team Lead

Direct reports: N/A

8. Standard requirements applicable to all roles

- Flexibility to undertake duties that reflect the scope and level of the role.
- Commitment to personal development and learning activities.
- Uphold Connexus' customer-focused values.
- Act as a Connexus ambassador.
- Ensure compliance with the Data Protection Act 2018, UK GDPR, and internal policies.
- Promote and practice equality, diversity, health and safety, and safeguarding principles.
- Maintain high data quality and follow data management protocols.