JOB DESCRIPTION
I.T. Assistant (Modern Apprentice)

EILDON HOUSING
Caring, Committed, Connected, Creative

Department: Business Support
Location: Selkirk
Responsible to: IT Infrastructure Co-ordinator

Job Purpose

As part of the ICT Support Team, you will provide technical IT support to all Eildon users over the phone, via Teams remotely and onsite, liaising with internal colleagues and external suppliers whilst maintaining excellent customer care.

The role features many aspects of IT including hardware procurement and set up, software and end-user support. You will be developed to be able to monitor our IT Service Desk and manage tickets and calls appropriately. Speaking to customers initially to discuss the problem before remotely accessing their computer to further diagnose, investigate and remedy the issue. If the problem cannot be resolved remotely or requires escalation, then you will assign issues to second level support.

You will also be involved in maintaining data on our systems & hardware and providing administrative & practical support to IT and wider Digital services projects.

Main Duties and Responsibilities

With a focus on building knowledge and experience, and under the instruction of a mentor:

- Respond to customer queries and requests logged on our IT Service Desk through a number of methods including phone calls, live chat/Teams, email and the IT Service Desk.
- Provide First Contact Resolution (FCR) through troubleshooting whenever possible using the knowledge base and other tools at your disposal.
- Contribute to the team's Continual Service Improvement objectives; Identify repeat incidents and highlight potential process improvements.
- Complete user access requests, software installs and local hardware requests.
- Build and maintain good working relationships with all teams across the organisation. · Ensure that all procedures and documentation are kept current, and that any amendments are communicated to the team.
- Meet goals and KPIs as set by the line manager.
- Ensure that all work carried out in response to customer queries on the IT Service Desk adheres to business policies and procedures, service level agreements and is in the interests of our customers.
- Complete all mandatory, regulatory training and assessments when notified to do so by the company

.

PERSON SPECIFICATION
I.T. Assistant (MA)

This Person Specification describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities and competencies that will be looked for in the recruitment and selection process. It lists a series of attributes: "essential" and "desirable", for an individual to possess in order to do the job.

	Essential / Desirable
Qualifications	
• A minimum of 4 Nat 5 passes including Maths and English (or equivalents) at grade A-C	Essential
• 3 Highers at grade A-C, preferably one related to IT	Essential
• Ability and commitment to achieve all the outcomes of the apprenticeship including Digital Applications SCQF level 6.	Essential
Knowledge and Experience	
• Strong IT skills, including knowledge of Microsoft applications, Word, Excel, Outlook, PowerPoint, Teams and SharePoint. Limited technical knowledge .e.g understanding the basics of PC's and operating software	Essential
• Experience of working in an office/Customer service environment	Desirable
• General administrative experience	Desirable
• Experience of working within a team	Desirable
• A good understanding of excellent customer service	Essential
Skills and Abilities	
• Logical and methodical mindset with good attention to detail	Essential
• Ability to take and write accurate problem descriptions and updates for IT Service desk calls	Essential
• Good interpersonal skills with the ability to engage with the end user using user-friendly language, putting the customer at the heart of everything you do.	Essential
• Ability to work independently or as part of a team	Essential
• Ability to maintain a high standard of reliability and time keeping	Essential
• Good problem-solving ability	Essential
• Ability to collaborate effectively with other members of the IT Team, project groups and other staff	Essential
• A keen interest and aptitude for pursuing a career in IT, including an interest in both software and hardware	Essential
• Able to deal responsibility with confidential and sensitive information	Essential
Other requirements	
• Flexible with regards to working hours	Desirable

CONDITIONS OF SERVICE

I.T.Assistant (Modern Apprentice)

Department   Business Support
Location: The Weaving Shed, Selkirk
Responsible to: IT Infrastructure Coordinator

MODERN APPRENTICESHIP
Our Modern Apprenticeship is open to anyone aged 16-19. You will be employed on a fixed term contract for 24 months, working 35 hours per week and will work towards gaining your SVQ3 / SCQF6 in Digital Applications. As part of Eildon's commitment to the Modern Apprenticeship you will be given time to study during work time.

SALARY
The salary applicable to the post is Office Grade A
Salary is £18,875 per annum

PROBATIONARY PERIOD
This post requires the satisfactory completion of a six-month probationary period.

METHOD OF PAYMENT
Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION
All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

HOURS OF WORK
Full time office-based staff work 35 hours per week. Normal office hours are 9.00am to 5.00pm Monday to Friday, with an unpaid lunch break of one hour. Due to the nature of the Association's work a flexible approach to working hours and routines is required.

LEAVE
The leave year runs from 1 April to 31 March.
The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per calendar year of service up to a maximum of 5 days. Four public holidays are fixed at the Christmas/New Year period. Leave for part-time staff is in proportion to hours worked.

SICKNESS ALLOWANCE
All employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	**Half Pay**
Up to 6 months	1 week	nil
6 months to 1 year	up to 5 weeks	up to 5 weeks
1 – 2 years	up to 9 weeks	up to 9 weeks
> 2 years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD
By Eildon: One calendar month, subject to statutory minimum
By the Employee: One calendar month

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that the other work does not affect the performance of their duties with Eildon.