



Role Profile

Role Title	IT Apprentice				
Business group and team	Global Digital Technology				
Job Purpose Overview	<p>This role will provide the Apprentice with an overview of the service management, operations and security/vulnerability environments of Global Digital Technology (GDT). During the Apprenticeship, time will be spent working with the various teams within GDT, where they will be involved in the daily routine work of the team. This will allow the Apprentice to become familiar with the way an ITIL-based service support operation works. The Apprentice will undertake off-site classroom training and exams towards achievement of their Level 3 Infrastructure Technician Apprenticeship. In addition, any relevant training will be provided to ensure that once qualified, the Apprentice has the necessary background, knowledge and competence to become a full time team member of GDT.</p> <p>The jobholder will be required to obtain SC clearance before taking up duties and DV clearance before the end of their apprenticeship.</p>				
Organisational position	FCO Services > Global Digital Technology > Apprentice Group				
Date Updated	30-Jan-2020		Updated By	DC	
Current / Applied Grade	APP	Job evaluation date		Confirmed grade	Apprentice
JOB RESPONSIBILITIES					

Main responsibilities, focusing on the required outputs:

- **Learning**

Undertake studies at the designated provider to achieve a Level 3 Infrastructure Technician Apprenticeship qualification.

Undertake additional technical and personal development training courses and e-learning to attain the required knowledge to perform effectively within GDT.

On the job learning through job shadowing and mentoring.

- **Processes**

The role will involve participation in the following functions through a series of work placements, including but not limited to:

- Service desk – provide call logging and first line support for customer technical issues
- Incident / Problem Management - Minimize the impact on service by restoring normal service as quickly as possible
- Request Fulfilment - Enable users to request and receive standard services
- ICT Change Management - Ensure standardized process is used to manage change
- ICT Service Asset & Configuration Management - Protect integrity of service through the identification, control and account for service assets and configuration items (CI)
- Release & Deployment Management - Transition of all aspects of services into production
- Service Validation & Testing - Ensure that the new/changed service supports the business requirements.
- Datacentre Management – Ensure that datacentre operations are conducted according to ISO27001 standard
- Infrastructure Management - Maintenance of the infrastructure including design and support of networks and components
- Patch & Vulnerability Management - Ensure integrity of systems
- ICT Tools Management - Provision of support tooling to assist in proactive maintenance and support of services
- ICT Backup & Recovery Management - Ensure systems are backed up according to SLA requirements and that a recovery system is in place
- Information Security Management - Ensure integrity of system and assets
- Capacity & Availability Monitoring - Management for all capacity, availability and performance-related issues
- IT Service Continuity Management - Ensure there is the capability to recover IT systems
- End user computing – hardware and software build and support of secure mobile devices
- Cloud platform – support of secure Cloud platform infrastructure and systems
- Network support – provide support for FCO Services networks, participation in customer projects
- IT Cyber Security – conduct monitoring and vulnerability assessment of computer systems to ensure security and integrity
- Application support – provide second-line support for COTSS and FCO Services applications

KNOWLEDGE & KEY SKILLS

Essential:

- Good personal planning and organisational skills (attention to detail and proactivity)
- Excellent written and oral communication skills
- Creative and intuitive approach to problem solving
- 5 GCSEs (or equivalent e.g. O Levels) grade 9-5 (A*-C) Including Maths and English.
- Passion for technology and/or IT

Desirable:

- Proficient in Microsoft Office
- GCSE grade 9-5 (or equivalent) in Computer Science

CORE COMPETENCES

Top three for job:

1. Collaborating & Partnering
2. Managing a quality service
3. Building capability for all

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

1. Successful collaboration with colleagues and contribution to team. Positive feedback.
2. Management of own time and delivery of task or service within agreed timescales.
3. Successful completion of apprenticeship modules and End Point Assessment, training courses and work-based projects.

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N	£ per annum	N
Reports to: (Role Title and Grade)	GDT Apprentice Manager (C5)	
Direct Reports: (Number and grades of staff)	None	