David Allen
IT Solutions

Job Description

Name:	
Job title:	IT Technician Apprentice
Department:	David Allen IT Solutions
Line Manager:	Service Desk Manager
Line management responsibilities:	None

Aims and purpose of the job:

To support the clients of David Allen IT Solutions by working remotely using our RMM technologies, and on-site at customers premises to ensure efficiency and effectiveness of all IT equipment and maximum up-time to clients IT systems. To deliver excellent customer service and ensure all work delivered is accurate and efficient at all times.

To develop and consolidate your knowledge of IT services by undertaking and successfully completing a Level 3 ICT qualification as part of your apprenticeship.

Generic role duties to include:

IT Support	
1.	• To support the clients of David Allen IT Solutions to ensure efficiency and effectiveness of all IT equipment and maximum up-time to clients IT systems.
Quality	
2.	• To ensure prompt response to IT related queries and that all customers receive the highest level of service. • To take full responsibility for all work and tasks assigned to you and to carry out all work accurately and to the highest standard. • To plan, manage and prioritise your own workflow and productivity to ensure personal and team targets and deadlines are achieved. • To maintain and update records in a timely and accurate manner and ensure that their data, information and records are secure at all times, adhering to GDPR legislation. • To assist your line manager to identify ways to improve and develop departmental systems and the client experience.
Communication	
3.	• To answer the telephone within two rings in a polite and courteous manner. • To deal with all communications in a timely manner and ensure they are of a high professional standard using David Allen brand guidelines and templates. • To ensure there is clear communication with your line manager and other team members on work being carried out. • To work closely with other members of the team on specialist project as and when required. • To represent the business when required to ensure positive links, relations and networks.

Development	
4.	• To manage and meet the requirements of your apprenticeship standard within the relevant timescale ensuring your studies are up to date and you pass any assessments at the first attempt. • To maintain your own professional and technical knowledge by attending technical workshops and further training, reviewing professional publications, establishing personal networks, benchmarking state of the art practices, participating in professional societies and business networking meetings.
Central duties	
5.	• To show a commitment to diversity, equal opportunities and anti-discriminatory practices. • To undertake personal development necessary to ensure effective performance in the role. • To participate in relevant and appropriate training and development as required • To undertake any other duties commensurate with the grade as appropriate. • To demonstrate and uphold the David Allen values of ambition, professionalism, knowledge, integrity, and respect in the work you do and during your appointment.

Method of working
The David Allen Group expects all staff to work effectively, both as individuals and as part of a team, delivering high quality services and support to clients and staff. In doing so, the company expects all staff to display all of the core competencies as defined in the performance and development appraisal arrangements and to conduct themselves in a manner which befits their professional status and responsibilities.

Public relations
Considerable importance is attached to the role the business plays in its various communities. It therefore follows that all staff are expected to work to maintain and develop these relationships at every opportunity by positively promoting the work of the business and the role it can play in supporting the aims of its stakeholders.

This job description is a guide to the work the post holder will be required to undertake. In consultation with the post holder, it may be amended from time to time by the line manager to meet changing circumstances or business needs. Specific targets and objectives will be agreed with the post holder and will be reviewed regularly as part of the performance management arrangements.