

Employer Vacancy Form

Vacancy Details		
Vacancy Title	IT Support Technician (Apprentice)	
Employer Name This should be the employers full registered name	Billericay IT	
Employer Address Please provide the full address, including postcode	Unit 7B Heron Court, Heron House, Cranes Farm Road, Basildon SS14 3DF	
Contact Name Please provide these details for the main contact for the Employer	Title	
	First Name	Hollie
	Surname	Shaw
	Position	Web Services Manager
	Telephone	01277 552 255
	Mobile no (optional)	
	Email Address	hollie@billericayit.co.uk
	Fax no (optional)	
Contact by email/mail/phone?	Email/Phone	
Description of vacancy to identify: <ul style="list-style-type: none"> The role and how it fits within the organisation The department, area or team that the vacancy applies to Key responsibilities The day to day contact within the organisation 	<p>The primary role of an IT Support Administrator is to support the wider operational team in the development or support lifecycle whilst working under regular supervision from more experienced staff. They will have an understanding of various IT systems, including operating systems, carrying out routine configuration and installation of IT solutions and also offering frontline technical support to clients in a secure working manner.</p> <p>Key Responsibilities</p> <ul style="list-style-type: none"> communicating with computer users to find and fix problems tracking work in progress and recording issues and solutions updating online knowledge banks servicing and fixing equipment, including printers, projectors and networks setting up new equipment and upgrading existing systems 	
Number of positions available	1	
Weekly Wage: This must be a minimum of £3.50 per hour. The better the wage and/or prospects the more candidates will be attracted to the vacancy.	£3.50 per hour. Reasonable travel expenses will be covered https://www.gov.uk/national-minimum-wage-rates	
Working Week: This must set out: <ul style="list-style-type: none"> Working days Times to detail shift work Summary of the hours 	9-5pm 8 hour day with half an hour lunch	

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<p>Future prospects description: This should be completed so that candidates can see the opportunities which the vacancy could lead to, but this must be realistic. A low starting wage may be offset by the prospects.</p>	<p>The candidate will be undertaking a Level 2 Apprenticeship. Once the Apprenticeship is successfully completed there will be scope for taking on a more senior role and more advanced tasks.</p>
<p>Employer Details</p>	
<p>Employer Description: This should clearly describe what the employer does, Please reflect the size, location and environment where possible.</p>	<p>Billericay IT is a small company based in Essex, consisting of a creative and multi-talented team. We provide a wide range of services to local businesses in Essex, including web design, web development, SEO support, web hosting and IT Support.</p> <p>The company provides a friendly and supportive environment and actively encourages staff to develop their skills and knowledge.</p> <p>The business currently comprises of the Managing Director, a part-time Web Services Consultant and part-time Office Manager. As well as appointing a full time Apprentice IT Support Administrator the company is also seeking a full-time Apprentice Web Developer.</p>
<p>Employer website</p>	<p>www.billericayit.co.uk</p>
<p>Vacancy Location</p>	
<p>Vacancy Location: This is the address where the Apprenticeship will be based, if not located at the address in Employer Details.</p>	<p>Address as above</p>
<p>About the Candidate</p>	
<p>Skills required: List the key skills (technical and soft skills) sought.</p>	<ul style="list-style-type: none"> • How to undertake basic troubleshooting of operating systems and user applications. • Basic understanding of the role and use of operating systems • How to undertake installation, routine updates and patches to standard operating systems • excellent customer service skills • the ability to explain technical issues to non-technical users • the ability to prioritise and manage tasks • ability to work with a range of internal and external people • maintain productive, professional and secure working environment
<p>Personal Qualities: Identify the key personal qualities required for the role.</p>	<ul style="list-style-type: none"> • ability to communicate effectively in a variety of situations • ability to work independently and to take responsibility • can use own initiative • a thorough and organised approach • analysis and problem-solving skills • logical and creative thinking skills

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	<ul style="list-style-type: none"> a flexible and 'can-do' attitude
Qualifications Required: List the key qualifications for this role.	Level 2 English and Maths will need to be achieved, if not already, prior to taking the end point assessment.
Additional Detail	
Important Other Information. For example: <ul style="list-style-type: none"> Working away Travel Shift work Study for additional examinations 	There will be a probation period of 3 months
Reality Check: This should be completed when it is important for the candidate to be aware, for example, that the vacancy will be based outdoors or will involve long of periods of working on a computer.	
Supplementary Application Form Questions	
Two Vacancy Specific Questions: You may wish to ask two additional questions on the application form. These need to be appropriate to the vacancy and/or help to identify a candidate's wider attributes and motivations. You can discuss these with your Learning Provider.	<div style="border: 1px solid black; padding: 10px;"> <p>Question 1: What are your career aims?</p> <hr/> <p>Question 2: Where would you ideally see yourself in 3 years time?</p> </div>
Key Dates	
Closing date	21 September 2017
Interview start date	29 September 2017
Possible start date	9 October 2017