IT Solutions Apprentice - Level 3

Hours:	30 hours per week (including 1 day learning / studying)
Salary:	£7,800 per annum
Reporting to:	Systems Development Manager
Apprenticeship type:	13 month, Workplace & Online Learning, Theory & Practical
Training Provider:	Estio IT Apprenticeship
Location:	Cornerstone Building, Mercy UK, Oxenhope

Please note: *This position carries an Occupational Requirement (OR) on the grounds of religion and belief in keeping with current guidance. The post holder must be able to demonstrate a Christian belief and value system, in line with Mercy UK's core objectives and values.*

Mercy UK Overview:

Mercy UK is committed to restoring hope and transforming lives in partnership with churches across the UK (and beyond) by offering:

·   Effective discipleship resources

·   Pastoral Support Services and Training

·   Residential Homes for Women aged 18 to around 30 years (with life controlling issues).

At Mercy UK, we want to see every Christian able to navigate their lives from a place of freedom, wholeness and understanding and as such we work in partnership with churches from every denomination, size and location across the UK and Europe providing our range of services.

We are a registered charity (number 1111377), a company limited by guarantee (number 5373315), a member of the Evangelical Alliance, PCUK and ThirtyOneEight (formerly CCPAS).

Overall Aim:

Here at Mercy UK we have a passion for God, passion for people and passion for excellence – this means we are committed to becoming an organisation where team members feel supported, valued and challenged to deepen their personal and professional growth. As a team, we seek to give our very best to what we do in attitude, activity and atmosphere.

Reporting to the Systems Development Manager, the IT Solutions Apprentice will possess a keen interest in and passion for IT and is responsible for providing hardware installation and data analysis support across Mercy UK, supporting the Systems Development Manager in providing excellent IT service and solutions that facilitate the maintenance and growth of Mercy UK's operation in addition to reflecting its values and culture.

Working closely with the Systems Development Manager and Administration Manager, you will receive a wide range of tasks and projects, as well as support. We hope to not only educate and empower you in your duties, but also empower you in your role, building confidence and creating future opportunities.

Job Description:

The post will include but is not limited to:

IT:

- Serving as point of contact for staff regarding IT Hardware installations, repairs and replacement

- Ability to understand data, technical terminology, analyse systems requirements and input to software solutions

- Raise purchase orders for IT equipment and peripherals as required for sign-off by the Systems Development Manager

- Support the Systems Development Manager in liaising with contracted telephone and IT support service providers to resolve problems

- Assist in the logging IT assets

- Assist the Systems Development Manager in the research of technological advances and their potential impact on IT systems at Mercy UK

- Assist the Systems Development Manager in maintaining the Salesforce and other Mercy IT systems (e.g. user and data management, creating new fields, processes, workflows, dashboards and reports)

Health and Safety:

- Take an active role in maintaining IT hardware across the Mercy UK site to an excellent standard, ensuring any IT installation is health and safety compliant (e.g. check for trailing wires and/or faulty cables)

Other:

- Carry out any other reasonable duties within the overall function of the role.

- The ability to self-organise and work closely with the Maintenance and Project Coordinators to accomplish certain tasks and projects as required.

- Liaise with the Administration Manager to provide ad-hoc support to Front of House (e.g. Reception) as required to cover absences.

- Working closely with all departments and functions across Mercy UK and assisting with data input where required.

- A willingness to remain flexible and contribute strength as a member of a wider team through providing cover where needed and in cultivating a strong and unified team culture.

- Upholding and sharing the strong Christian foundation on which Mercy UK is built.

- A willingness to attend conferences, exhibitions or events as a Mercy UK advocate. This will include opportunities to engage, minister and pray with people-helpers as well as vulnerable individuals; attend different church expressions, worship and sermons and manning the Mercy product/information stand as part of a team.

- Commit to actively fundraise, create positive partnerships and raise the profile of Mercy UK.

- Undertake training, attend staff meetings and show commitment to personal and professional development.

- Adhere to strict confidentiality, disclosure and safeguarding policies and use discretion at all times.

Training to be provided:

The Estio Training programme gives young people the opportunity to get hands-on experience in the IT industry whilst still employed in a real paid job with no cost or debt.

Learners will receive six weeks of intensive training. Whilst in the workplace, apprentices will also receive continual coaching, help and guidance from a dedicated Technical Expert who will be there to ensure that they get the most from their work experience.

This apprenticeship will give you a Level 3 IT Solutions Technician Certificate with training in areas such as:

- BCS Security and Legislation
- BCS Core Technologies
- BCS Methodologies and Principles
- Hardware or Software Option

Some of these modules will include an option to take an examination in order to receive a professional certificate.

Advert Examples ….

We are looking for an enthusiastic IT Administration Assistant with a curiosity and strong passion for excellent technology solutions. This is an exciting position in a busy and friendly work environment, ideally suited for someone who is looking for a challenge and a desire to input to the systems architecture and solutions that support Mercy UK's operation, while developing and expanding their own IT skills and knowledge.

What we're looking for:

- An energetic and personable IT Administration Assistant who can communicate effectively with internal staff and contractors and suppliers.
- A proactive and hands-on individual with knowledge of working in a busy office environment
- A well organised individual with the ability to coordinate a busy workload with minimal supervision.