

**Person Specification**

**Job Title: IT Service Apprentice**

**Service: ICT & Intelligence Service, Corporate Services**

**Role Profile reference:**

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| **Essential Requirements** | **Method of Assessment** |
| **Experience/Education/Training**  Five GCSEs, to include  English  Mathematics  One science or technology subject, level 2 apprenticeship or other relevant qualifications and experience. | Application / Interview |
| **Skills/knowledge and Ability**   * An aptitude towards problem solving, using logical analysis * An understanding of the importance of IT Security * Experience of using IT equipment with a good understanding of the benefits they bring * Ability to meet the travel requirements of the post * Able to delight customers, deliver high quality tailored services to meet needs and exceed expectations * Excellent oral and written communications skills with the ability to talk in a non-technical way to customers about ICT | Application / Interview |
| **Work related behaviours**   * Ability to work independently and as an active member of a team. * Excellent interpersonal skills including collaborating and team working, within a busy team environment * Ability to be creative in working through problems and making decisions. * Be able to work effectively within a busy team environment, be helpful and co-operative with others |  |
| **Work related circumstances**   * Commitment to Equal opportunities. | Application / Interview |