



Job profile

Job title: IT Support Apprenticeship	Responsible to: IT Support Manager
Salary grade: National Living Wage (Apprentice salary applies)	Contracted Hours: 37 (24-month fixed term contract)
Responsible for: N/A	Behaviour level: 1 – All colleagues

Purpose of the job:

We are looking for a motivated and enthusiastic individual to join our team as an IT Support Apprentice. This is a fantastic opportunity for someone eager to begin a career in IT, gain practical experience, and work towards a nationally recognised qualification.

In this role, you will support the IT department in maintaining and troubleshooting hardware, software, and network systems. You will be a key part of the team, providing first-line technical support to staff across the housing association and helping to ensure the smooth delivery of digital services that support our tenants.

Working alongside experienced IT professionals, you will gain hands-on experience with a wide range of technologies and support practices in a real-world environment. As part of your development, you will also be introduced to the Mary Guber Institute (MGI) approach, learning effective communication techniques that will help you deliver exceptional customer service and build positive relationships with users.

This role is ideal for someone with a genuine interest in technology, strong communication skills, and a willingness to learn and grow. You will be supported in working towards a Level 3 or Level 4 IT qualification, depending on your prior experience and educational background. Dedicated time will be allocated for study and professional development.

Key accountabilities:

1. Provide first-line IT support to users via phone, email, and in person, logging and resolving incidents and service requests.
2. Developing triage skills by gathering relevant information to understand and resolve issues, queries, or complaints.
3. Diagnose and troubleshoot IT problems efficiently, ensuring timely resolution.
4. Assist with the administration of users, setup and maintenance of laptops, mobile devices, and peripherals.
5. Support the onboarding of new users, including setting up devices and access credentials.
6. Contribute to IT projects, including system upgrades and technology rollouts, under supervision.
7. Support software installations and updates, ensuring systems are secure and up to date.
8. Help maintain IT asset records, including hardware inventory and software licensing.
9. Escalate complex issues to second-line support or external vendors as appropriate.
10. Contribute to user training and guidance, including creating simple how-to documents.
11. Learn and apply cybersecurity principles and best practices to help protect the organisation's digital assets.
12. Adhere to data protection, cybersecurity, and health & safety policies in all IT-related activities.
13. Shadow senior team members to gain practical insights and attend training sessions to support professional development.

Person specification

Job title: IT Support Apprentice		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
5 GCSEs (or equivalent) at grades 4 - 9 in any subject (Should include Maths & English)	E	Application Form
A Level or equivalent level 2 qualification	D	Application Form
Willingness to work towards a Level 3 or Level 4 IT qualification	E	Application Form
Any prior IT-related certification (e.g., CompTIA IT Fundamentals, BTEC in IT) is advantageous but not required	D	Application Form
Knowledge, skills and abilities		
Basic understanding of IT systems and hardware, including PCs, printers, and mobile devices	E	Application Form / Interview
Familiarity with Microsoft Office 365 and Windows operating systems	E	Application Form / Interview
Strong communication skills, both written and verbal, with the ability to explain technical issues clearly	E	Interview
Good problem-solving skills and a logical approach to troubleshooting	E	Application Form / Interview
Ability to work well in a team and follow instructions from senior staff	E	Application Form / Interview
Organised and reliable, with good time management and attention to detail	E	Application Form / Interview
Willingness to learn and develop professionally.	E	Application Form / Interview
Experience		
Experience providing IT support in a school, college, or voluntary setting (desirable)	D	Application Form / Interview
Familiarity with helpdesk or ticketing systems (desirable but not essential)	D	Application Form / Interview
Experience setting up or troubleshooting home computers, networks, or devices (can be informal/personal)	D	Application Form / Interview

Any customer service or administrative experience demonstrating communication and problem-solving skills (desirable)	D	Application Form / Interview
<p>Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too ...</i></p> <p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving 	E	Interview
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p>Please note:</p> <p>No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
Role profile prepared by: IT Support Manager		
Review date: July 2025		
<p>Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD.</p> <p>South Lakes Housing operates a hybrid working policy.</p>		