Digital Helpdesk Support Apprenticeship
Job Description

Job Title: Digital Helpdesk Support Apprenticeship
Team: Systems, Evidence and Impact
Region: West Scotland
Contract: 12 Months
Hours: 35 per week
Salary: £8.24 per hour

Manager: Systems and Infrastructure Officer
Line Management Responsibility: N/A

Overview

The **Digital Helpdesk Support Apprentice** will work towards being the first point of contact for IT and digital support queries, providing technical assistance to MCR staff, Pathways Coordinators and mentors. This is an opportunity to gain hands-on experience in troubleshooting IT issues, maintaining systems and supporting digital applications while working towards a SQA apprenticeship certificate.

This apprenticeship offers a fantastic opportunity to develop technical skills, problem-solving abilities and customer service experience within a professional IT environment.

Job Description

Helpdesk Support and Troubleshooting
- Provide support to staff by responding to IT and system related queries via phone and email.
- Support the diagnosis and resolution of common technical issues and refer more complex problems to senior staff when necessary.
- Assist with setting up new users including configuring Google Workspace accounts, passwords and access permissions.
- Support with the installation, configuration and maintenance of hardware, software and digital tools.
- Keep users updated on the progress of their IT issues and ensure timely resolution of problems.

IT and Digital Systems Maintenance
- Assist in monitoring and maintaining IT systems, ensuring they are running efficiently
- Support the installation and deployment of software updates and security measures
- Help maintain an inventory of IT equipment ensuring accurate records of hardware and software assets.

Training and Documentation
- Support basic training to staff on using IT systems and digital tools effectively.
- Assist in creating training materials and FAQs to help users resolve common technical issues independently.
- Learn to conduct systems checks and audits to ensure compliance with IT policies and GDPR best practice.

Apprenticeship and Learning Development
- Working towards completing a Diploma in Digital Applications Support at SCQF Level 6.
- Meet with the QA assessor every 5 weeks on Teams and complete coursework.
- Attend two separate one week blocks of virtual training sessions on MS Suite and troubleshooting, PC fixes and GDPR.
- Training on Google Workspace applications, Wordpress and Salesforce.
- Stay updated with the latest IT trends, tools and best practices.

Person Specification

	Essential	Desirable
Skills	Interest in IT and digital technology and a strong willingness to learn. Good problem solving skills Strong communication skills both written and verbal for excellent customer service for users.	
Abilities	Basic knowledge of IT systems. Attention to detail and ability to follow instructions accurately Ability to work as part of a team or independently when required Well organised with the ability to prioritise tasks effectively	

Attitude & values	Commitment to MCR's values	
Qualifications		