Person specification
Apprentice – IT Desktop Support

Criteria	Attributes	Method of assessment
Knowledge	**Essential** • Demonstrate understanding of customer care. • Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures. • Ability to understand the concept of diversity and respect for others and be committed to these issues.	Application, interview
Experience	**Essential** • Effective use of Microsoft Windows operating systems and office applications. • Able to give examples of the ability to work effectively as part of a team.	Application, test, interview
Skills and abilities	**Essential** • Demonstrate a positive desire to achieve results. • Demonstrate the ability to follow instructions. • Demonstrate the ability to deal with customer enquiries in an appropriate manner. • Demonstrate ability to achieve a good work life balance for self and for team. • Recognise mistakes and learn from them. • Good level of interpersonal and communication skills. • Able to respond to varying levels of ability in others. • Willing to ask for support as necessary. • Commitment to a learning culture. • Willingness to learn and to improve. • Willing to undertake IT training. • Be receptive to new techniques and ways of working and actively take opportunities to learn from others.	Application, interview
Qualifications	**Essential** • Appropriate level of education to support the qualification i.e. GCSE's 9 to 4 (formerly A* to C) in Maths, English and IT. Or willingness to complete English and Maths functional skills if not. **Desirable** • A Diploma or A level in Computing – level 3.	Application, interview

Other	**Essential** • Able to lift and carry desktop equipment within Manual Handling Operatives Regulations 1992. • Must be eligible for apprenticeship funding.	Interview

Date: July 2025