



OUR VISION

'TO BE A COMPANY PEOPLE ASPIRE TO WORK FOR, WHERE WE WILL ALWAYS DELIVER THE BEST EXPERIENCE FOR OUR CUSTOMERS'.

ROLE DESCRIPTION

TITLE

IT APPRENTICE

REPORTING TO

HEAD OF IT

TEAM

CENTRAL

FUNCTION

IT

JOB PURPOSE & CONTRIBUTION TO THE ORGANISATION

To provide our people with the knowledge, skills and tools to work collaboratively within knights brown, with our subcontractors and our customers. To support our colleagues to be the best they can be.

ROLE ACCOUNTABILITIES (Specific accountabilities for the role)

Accountabilities are linked to the department's priorities and the programme of business improvement projects that we contribute to.

- To provide IT support to all users in person and remotely
- Be the first point of contact for the IT service desk
- To assess, prioritise and escalate IT tickets where appropriate
- Configuration and checking of end user equipment
- Creating and maintaining documentation

INDIVIDUAL ACCOUNTABILITIES (Generic accountabilities for all roles)

- Represent and promote the company in a professional manner.
- Understand our business strategy and your personal contribution to achieving our six point plans
- Be clear on your responsibilities and strive to deliver what is expected, taking time to think, plan, and reflect on progress.
- Actively contribute to improving our business through our Right Works programme.
- Help others to succeed and acknowledge the success of others.
- Understand your personal responsibilities to maintaining our HSQE standards.



- Understand our company policies and procedures and recommend improvements.
- Understand how your actions impact positively and negatively on our reputation.
- Allow our guiding principles to guide you in your work.
- Challenge how things are done to improve productivity.
- Exploit opportunities to learn.
- Challenge behaviours that do not create an inclusive environment.

COMPETENCIES

GUIDING PRINCIPLE	INDIVIDUAL BEHAVIOURS
FOSTER TEAM SPIRIT. We are stronger together.	Works effectively with others in the team and help each other to succeed.
INSPIRE CONFIDENCE AND ADMIRATION. We build respect through trust.	Conscientiously delivers for our customers and other stakeholders. Be an ambassador for Knights Brown.
FACE CHALLENGES WITH ENTHUSIASM. We are adventurous, encouraging, creative and open minded.	Takes ownership of and resolves straightforward problems quickly and effectively. Seek support when appropriate.
BUILD OPEN AND HONEST RELATIONSHIPS. We listen to what others have to say.	Listens to others. Builds good working relationships with colleagues and people we interact with.
ADD VALUE THROUGH SIMPLICITY. We are straightforward and uncomplicated.	Communicates concisely. Makes timely decisions. Works within understood processes and procedures and implements Right Works putting forward suggestions for improvements.
TAKE PRIDE IN SUCCESS. We challenge the way we work to find a better way.	Takes pride in achievement. Tackles objectives with energy and enthusiasm.