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| **JOB DESCRIPTION** | |
| **Job title:** | IT Training (Supplement) |
| **Team/Department:** | IT Operations |
| **Location:** | Ashford |
| **Hours of work:** |  |
| **Job title the post holder will report to:** | IT Manager |
| **Date the role profile was revised:** | March 2025 |
| **JOB PURPOSE**  The supplement role is open to Analyst’s and Technician’s and will form an additional function to their current role. The role will cover the internal onboarding and training of new members of staff and working with the IT Manager to maintain the support standard for both in hours and out of hours support. The role will require the maintaining of any supporting documentation and application update or renewals associated with the support environment. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**   * Assist the IT Manager in all matters relating to IT Service Desk operations. * Apprenticeship Mentoring for new apprentices’ development and become the Liaison for the apprenticeship partners. * IT Service Desk Team training by developing and delivering an induction programme for new IT Service Desk staff and transition from the apprenticeship role. * Review programme and training for current staff members including refresher training. * Review/Update existing training support documentation. * Support the IT Manager in the creation of a support training matrix for IT job roles. * Support the IT Manager in the review of the On-Call support assessment process | |