

Job description

Job Title: IT Apprentice

Date: August 2021

Qualification: Information Communication Technician Level 3 Apprenticeship

Provider: [BPP](#)

Reporting to: IT Systems Manager

Number of vacancies: 2

Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 17,000 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIArb works in the public interest through an international network of 41 branches.

Job Purpose

You will work in IT and support staff on large projects, learning how to work with the Project Management Office (PMO) to help deliver Business Systems requirements for those projects. You will learn caseload and system configuration and management, becoming progressively more advanced with experience, allowing you to handle more complex cases and tasks including analytics, systems, applications and software to support CIArb staff in a secure and agile manner.

Responsibilities

We are starting an exciting period in our organizational development, particularly within the IT and Digital Transformation Directorate and we would very much like you and others like you to be part of that journey. As an Apprentice, you will learn how to deal with internal and external IT customers and to work with some or all of our partners. You will learn how to support senior colleagues in tasks for systems, software and applications, where your knowledge will build through experience, education and exposure to interacting with staff, vendors and stakeholders.

You will learn to effectively, safely and securely change IT and Business Systems, including associated hardware, software, cloud services and applications. You will learn to carry out administration functions to support audits, through security and accountability trails. You will learn to keep accurate records and change management that will ensure you keep everything up to date. You will participate in training and achieving CIArb core IT & Business skills, and perhaps additional certification to your apprenticeship.

1. Learn to handle IT case workload and dealing with IT customers progressing to more complex casework under supervision and eventually on your own.
2. Working on Business Systems, supporting more senior colleagues, initially learning to test and resolve systemic problems and how to correctly reconfigure test and save changes.
3. Working with external service providers, ensuring they fix faults in line with our SLAs and are providing service to the standards required to meet CI Arb needs.
4. Initially under supervision, participate in wide and varied project work, supporting our strategy and transformation program, helping to deliver all things technology to CI Arb.
5. Working on analytics, learning, identify and provision user requirements, identify and report key information sets and process flows to allow required build or changes to systems, software or applications.
6. You will carry out tasks, initially under supervision, learning how to apply security fixes and configurations to systems & software to enable CI Arb to do business securely.
7. You will take part in remove, adds & changes to all areas of system, software or privilege configurations learning how to plan and execute those changes, test they were successful, then handover to our users.
8. You will learn and be tasked with following all change management processes, ensuring implementation and changes are properly documented, authorized and executed.
9. You will from time to time be asked to participate in cross-functional IT or Business projects or activities deemed to be within your capability by your manager or supervisor and supporting your learning.

Person Spec

- Polite, courteous and a team player
- You will have and maintained a strong desire to achieve your apprenticeship qualification
- Self-motivated

Requirements

- Excellent time keeping and customer service
- Self-starter
- You aspire to excellence in all that you do
- You act with integrity and respect at all times

Qualification Required:

- Minimum of 5 GCSEs at grade 4 including English and Maths or equivalent qualifications.

Training Provided

As an Information Communication Technician with BPP, you will complete the Information Communication Technician Level 3 Apprenticeship. Upon successful completion of the apprenticeship you will achieve the CompTIA A+ certification. This program is delivered through a combination of online teaching, coaching and workplace development, in addition to a range of other sessions to ensure that you progress as a well-rounded Information Communication Technician.

Summary terms and conditions

Contract:	15 month Apprenticeship Scheme
Salary:	£10.85 per hour (London Living Wage) – 35 Hours per week
Future Prospects:	Full time employment in the IT Team at CIArb
Annual leave:	25 days holidays per annum plus UK bank holidays
Pension:	Generous Pension Scheme
Healthcare:	Company scheme subject to terms and conditions.
Life assurance:	Company life assurance scheme.
Other Benefits:	<ul style="list-style-type: none">• Season ticket loan• Cycle to work scheme• Perk Box (employee money saving platform)• Flexible working hours• Social events e.g. Christmas party, summer party, International day, Charity events
Location:	London – hybrid working post pandemic. The registered workplace will be CIArb Head Office, 12 Bloomsbury Square, London, WC1A 2LP.
Notes:	We are keen to encourage applicants from all identities and walks of life
How to apply:	To apply for this job opportunity, please HERE
	<p>Please ensure that you apply for the position as soon as possible to avoid disappointment. The closing date is a rough guideline as to when an advert will close. The advert may close before the given closing date if the employer has filled the position(s). BPP have a dedicated team who support students with disabilities, learning difficulties, health conditions and wellbeing. <u>Please contact us at apprenticeshipapplications@bpp.com</u> if you have any queries or would like more information.</p>
Possible start date:	Sept 2021