

**JOB DESCRIPTION**  
**Apprentice Support Administrator**  
**Vacancy Ref: N1954**

This role will be undertaken with a Digital Marketing Level 3 Standard apprenticeship.

<b>Job Title:</b>	<b>Apprentice Support Administrator</b>	<b>Present Grade:</b> App1
<b>Department/College:</b>	INFORMATION SYSTEMS SERVICES	
<b>Directly responsible to:</b>	Brian Green (IT Partnering and Innovation Development Team Leader)	
<b>Supervisory responsibility for:</b>	None	
<b>Other contacts</b>		
<b>Internal:</b>		
Unit Staff		
<b>External:</b>		
Training Providers, External Service Providers		
<b>Main Function</b>		
You will work as a Software Development Apprentice and will be required to complete a 2 year training programme that will cover all aspects of the role. As an apprentice at Lancaster University you will have the opportunity to gain practical work experience and training. You will work alongside experienced colleagues learning on the job as well as completing a level 3 apprenticeship. Successful completion of these studies is an essential requirement of this apprenticeship.		
In the role you will require to:-		
To ensure that content is up to date, and applications are functioning as required. Managing support tickets from customers to help and assist users.		
Working with technology within a mid-size team made up of students and full-time staff with high expectations and a positive outlook, with a constantly challenging and varied workload.		
Developing internal tools to streamline the delivery process and resolve common issues.		
<b>Major Duties:</b>		
1. Respond to customer feedback, which may involve editing content or resolving simple problems with users’ access to the application. (This will be the majority of the role.)		
2. Create and modify application content using a simple web interface.		
3. Creating/amending internal tools, that will be used to improve our delivery process and common support requests		
4. Configuring and installing devices around campus.		
5. Maintain high levels of professional conduct, including:		
6. Cooperative engagement in tasks set;		
7. Initiative to suggest, through line managers, improvements to the service provided;		
8. Clear and professional communication.		
9. To maintain high levels of professional conduct, including but not limited to: cooperative engagement in tasks set; the exercising of initiative to suggest, through line managers, improvements to the service provided; and clear and professional styles of communication at all times.		
10. To manage other activities that may arise through evolution, growth or restructuring.		
11. Such duties appropriate to the grade, as may be directed by the Director of Information Systems Services or nominated representative.		
<b>Person Specification:</b>		
Excellent IT skills, with a natural flair for digital content, social media management and CMS.		

Excellent customer service skills

Ability to work within a team, and under own initiative

Attention to detail

Experience of achieving clear goals

Ability to plan and solve complex problems