



## The Kings Theatre Trust Ltd

### Job Description

|                                 |  |
|---------------------------------|--|
| <b>Job Title: IT Apprentice</b> | <b>Reporting to:</b> Commercial Operations Director, IT Consultant |
| <b>Name of Incumbent:</b>       | <b>Signed by Employee:</b>   |
|                                 | <b>Date signed:</b>  |

#### **Purpose:**

The Kings Theatre is a high profile south coast theatre with a serious commitment to providing an outstanding audience experience for all. Your role will be to provide IT support to the company while completing your Level 3 Infrastructure Technician Apprenticeship through PETA.

#### **Main responsibilities;**

- Building and maintaining of laptops and desktops
- Installation of a variety of software
- Hardware installation
- General system admin of Microsoft products
- Maintenance of Microsoft SharePoint
- Monitoring and assisting with Helpdesk Calls
- Maintaining high degree of customer service both internal and external
- Liaising with customers via phone and email
- Creation of process manuals where required
- General admin tasks as required
- Utilising and maintaining asset Register
- End user training

This job description will be reviewed on a regular basis and will, in consultation with the post holder, be adjusted as necessary in line with the developing nature of the Kings Theatre's activities.

| PERSON SPECIFICATION          |           |   |
|-------------------------------|-----------|---|
| Attainments                   | Desirable | <ul style="list-style-type: none"> <li>English and Maths GCSE</li> </ul>  |
| Special Aptitudes / Knowledge | Essential | <ul style="list-style-type: none"> <li>Excellent communication skills and strong customer focus</li> <li>Knowledge of Microsoft products including: Windows 10, Office 2016, Office 365</li> <li>Basic understanding of PC hardware, set-up and configuration</li> <li>Basic understanding of network skills for trouble shooting laptop and desktop connection issues</li> <li>Problem solving</li> <li>Excellent written and verbal communications</li> </ul> |
|                               | Desirable | <ul style="list-style-type: none"> <li>Understanding of confidentiality and safeguarding</li> <li>Previous helpdesk experience</li> <li>Experience of Microsoft products, Office 365 and SharePoint</li> </ul>  |
| Interests                     | Desirable | <ul style="list-style-type: none"> <li>An interest in the Theatre and the Arts</li> </ul>   |
| Disposition                   | Essential | <ul style="list-style-type: none"> <li>Confident</li> <li>Dynamic and flexible can do attitude</li> <li>Ability to explain how to use hardware and software</li> <li>Proactive</li> <li>Friendly personality</li> <li>Flexible approach</li> <li>Patient</li> </ul>   |