



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Role/Title: Service Desk Technician Apprentice

Reports to: Apprenticeships Manager

Line managed by (daily basis): Service Delivery Manager

What is a service desk technician?

A service desk technician is someone who deals directly with internal customers (staff) who have issues/problems/incidents/requests relating to the use of Information Technology (I.T.). The service desk technician records these requirements, and resolves them. They also keep an eye out for any potential improvements which could be made. They are the frontline of the I.T. department.

What does a theatre DDT department do?

Our I.T. team is part of the Digital Development and Technology department (DDT). DDT are vital in maintaining our digital technology, from improving the systems we use day to day, to developing an outstanding website to match our artistic work, to leading projects to improve the way the organisation operates. The department reaches out across the organisation, working with people of all different backgrounds and disciplines, ensuring a smooth technological experience and customer satisfaction.

Purpose of the apprenticeship

The Service Desk Technician Apprenticeship is an opportunity to understand the role of a service desk technician and to learn about the work of a busy service desk in a large organisation. By the end of the apprenticeship the apprentice will have a clear understanding of the different career routes available and be prepared for an entry level role in an I.T. department.

About the Royal Opera House

The Royal Opera House (www.roh.org.uk) is one of the most famous stages in the world for opera and ballet. The theatre is home to The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera. Last year we staged 519 performances, performing to 1.5 million people at our home theatre and in cinemas, with 44% of tickets sold costing less than £50. More than 1000 staff work at the Royal Opera House in areas ranging from lighting, costume making, set building and scenic art, marketing, finance, box office, IT and fundraising. We want to share these art forms and their power to thrill, move and excite, with as many people as possible.

What is involved?

You will be based in the I.T. department in Covent Garden. You will work towards a level 3 Infrastructure Technician Apprenticeship which will be delivered by Just I.T. (www.justit.co.uk). The majority of the learning required to achieve the qualification will be undertaken in the workplace.

- The apprentice will be allocated one day per week or the equivalent hours to attend Just I.T workshops or to undertake individual study.
- The qualification will be achieved through the compilation of an on-line portfolio of evidence demonstrating how the relevant skills have been used in the workplace, as well as a project and an end-point assessment interview.
- The apprentice will be supported throughout the apprenticeship by an assessor from Just I.T. ROH I.T. staff and the apprenticeships team.
- Work is mostly carried out at the Royal Opera House in Covent Garden but you may be asked to attend other designated venues including our workshops in Purfleet, Essex.
- The working week is 40 hours, which will be scheduled between 8am and 6pm in the first year. The working week may include some weekends and evenings in the second year of the apprenticeship.

Who will you be working with?

You will work alongside a variety of people and departments throughout the apprenticeship, but you will work most often with the following individuals and teams:

- Other service desk team members
- Members of the other DDT teams, including the Network Team, Infrastructure Team and Cloud Team.
- Staff of the ROH generally, who report issues to the Service Desk.

What will you do in the workplace during the apprenticeship?

- Apply all skills learnt in training and put them into practice through the day-to-day work of the Service Desk.
- Assist with providing high quality user support.
- Learn how and when to escalate user support requests.
- Gain knowledge and experience of problem, incident and knowledge management.
- Maintain accurate records in the service desk and knowledge databases.
- Engage in and support technology projects as required.
- Develop an interest in and keep in touch with best practice and technology updates.
- Have a positive and responsible attitude to health and safety.
- Participate in any extra training as necessary.

- Carry out any other reasonable duties as requested by the Service Delivery Manager or Apprenticeships Manager/Officer.
- Attend regular meetings with line manager and the Apprenticeships Manager/Officer to review progress.
- Submit learning logs and diaries to the Apprenticeships Manager/Officer.

Minimum essential requirements

- You must be **18 years old or over** on Monday 7th January 2019.
- You must **not** have completed a degree or equivalent in the UK or elsewhere.
- You must have work authorisation for the UK.
- You must have **5 GCSEs** (or equivalent) at **Grade C** or above, including English and Maths and a science or technology subject.

What are we looking for in a service desk technician apprentice?

- An interest in I.T.
- Good at working in a team.
- A helpful and positive approach.
- Excellent people skills and an understanding of good customer service
- Some experience in using some of:
 - Microsoft products, Windows desktops and Apple Mac systems and products
- A practical approach to problem solving.
- Good communication skills.
- Self-motivated to acquire new skills and knowledge.
- Respectful and receptive approach to health and safety requirements.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

