

Job Description

Job title	Apprentice - IT Support Technician
Profession	Digital, Technology and Data Analytics
Band	Apprentice
Directorate	CIO (Information Technology)
Accountable to	IT Service Delivery Manager

Job Purpose:

The role will join a team within a Sovereign Network Group (SNG) Directorate.

As an apprentice, you will attend college while working in a SNG office, developing the skills required to become a qualified member of the workforce. You will work alongside highly skilled mentors who will support and reinforce your learning. Our support roles play a vital part in the efficient day-to-day running of business operations within SNG.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Under the direction and guidance of IT Service Delivery Manager, this role will contribute to delivering key accountabilities while developing relevant skills and experience.

Within the broad direction set by IT Service Delivery Manager, this role will deliver key accountabilities.

Key Accountabilities:

- Support the SNG teams in all aspects of work to contribute to the efficient running of business area. This will be a mix of office and hybrid working
- Follow a vocational development plan to gain the skills to become a competent Apprentice - IT Support Technician.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.
- Maintain compliance of all mandatory learning.
- Take ownership of your own development needs and action plan with manager and how these fits with the business strategy. This will include assessment planning with an external assessor and attending review meetings with the designated Learning and Development Lead.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.
- Observe and comply with SNG's policies and procedures and continually promote equality and inclusion and customer care in compliance with organisational aims and objectives.

- Operate within the existing SNG code of conduct promoting a positive image as a local community service provider to ensure all customers receive the best possible effective and efficient service.
- Support your mentors and team to carry out the day-to-day job whilst observing and carrying out tasks as your skills develop. Take ownership of your Apprenticeship to plan with your manager and mentor to ensure that you are developing the right skills at the right time in line with your qualification.
- Be an ambassador for the SNG apprenticeship programme by adopting SNG values and behaviours and working to be the best that you can.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Qualification:

As part of a recognised apprenticeship, complete the relevant industry recognised apprenticeship standard. For this post it will be the **Information communications technician Level 3** apprenticeship standard.

<https://skillsengland.education.gov.uk/apprenticeships/st0973-v1-2>

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	5120	Claire Richards	05/2026	05/2026
2.0				