

## Internship role profile

Role Title	IT Intern
Department	IT
Business Unit	City & Guilds Group
Location	London
Salary	£10.20p/h

Everything we do contributes to achieving our purpose:  
Helping people, organisations and economies develop their skills for  
growth. This purpose drives everything we do.

### Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Role purpose

To support all employees in using their desktop equipment, resolving technical and non-technical issues they are experiencing, as well as maintaining appropriate documentation and communicating with colleagues while carrying out ad hoc IT tasks as required.

### What you'll be doing

1. Technical support
2. Customer Support
3. User administration
4. General IT

### What you'll learn

1. **Technical support**
  - How to appropriately respond to and track to all incoming calls, emails and IT enquiries to the Service Desk to ensure employees receive the best service possible.

- How to maintain an up to date understanding of technology used within the business to ensure that user issues are managed effectively and efficiently.

## 2. Customer support

- The ways in which employees are educated on how to make the best use of their desktop equipment.
- The policies and procedures in place to ensure all customer enquiries are treated with courtesy and efficiency.

## 3. User administration

- The processes for completing requests for user changes, additions or deletions for a defined subset of Group systems.
- How to maintain and report on system access while ensuring good housekeeping and security practices.

## 4. General IT

- How and when to take ownership for ad hoc tasks to support the team
- The procedures that need to be proactively followed during major incidents.

### What we're looking for

#### We can't live without you being...

- Curious (Imagination)
  - A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
  - Keen to learn
- Collaborative (Integrity)
  - A team player who enjoys being part of the team, supporting and leading as needed
  - Shares knowledge and expertise
- Compassionate (Integrity)
  - Thoughtful, compassionate and human in their dealings with people
  - Self-aware and aware of their impact on others - emotional intelligence
- Resilient (Leadership)
  - Confident in the face of push back and challenge from others
  - Doesn't lose sight of delivering to high standards even when under pressure
- Confident (Leadership)
  - Motivated to get things done and make them better
  - Pro-active in taking on what needs to be done and using their initiative
- Trusted (Integrity)
  - Goes the extra mile for internal and external customers
  - Takes ownership and accountability

## We would love you to have...

- Experience using Excel, Word, Outlook
- Attention to detail and good organisational skills
- Experience of working in a technical environment
- Experience of working to deadlines
- Effective customer service skills
- Ability to multitask and work in a high demand environment

## Your career with the City & Guilds Group

Once you've successfully completed your internship if you wish to apply for any of the apprenticeships we're recruiting for at the time you will be fast tracked to the interview stage. This offer is available for up to 12 months after you've completed your internship, after this period you are still welcome to apply but will not be fast tracked to the interview stage.