**Apprentice Digital Support Technician (Digital Service Technician) (Level 3)**

**Job Description & Person Specification**

**We are looking for someone who would like a career that helps others to get the most from technology. You’ll join our team supporting charity customers, helping them to get the most out of their information and to increase their positive influence on the world.**

**Do you have a head for IT, an affinity with the charity sector and a flair for customer service? Lamplight is looking for a new Apprentice Digital Support Technician. You’ll join our small, friendly team who work around the country from home, or in our offices in Liverpool and Chichester. We aim to provide a supportive work environment that allows you to balance your work with your life.**

**The Role**

You’ll be joining the Community team, whose over-arching purpose is to help our customers understand how to use Lamplight to get the most out of their data. We do this over the phone or on video calls, by email, training, open online Q&A learning sessions, and through written and video help materials. You will contribute to all of these, and possibly more, as we develop our approach.

Your core tasks will include:

* Responding to email and phone queries from customers, liaising with your team and the development team to find them the answers they need.
* Logging queries and updating records.
* Contributing to online resources – videos, online help, top-tips.

Some queries will be straightforward, but this is not a “have you turned it off and on again” support desk. Often you will need to be able to think more widely about the problem they have and find alternative solutions, or ask deeper questions to understand exactly what it is they need. In either case you’ll need to be able to listen to the problem they have and then explain the solution clearly.

As part of a small, growing company you’ll have the opportunity to see and have input into all aspects of the business.

**What are we looking for?**

**You will be, or become:**

* ready to listen. A positive, patient and friendly approach is essential. If you don’t understand the problem you won’t be able to find a solution;
* able to explain multi-step solutions over the phone or email clearly;
* able to understand and respond to each customer as an individual with different levels of understanding. If they feel frustrated with the system, just knowing the answer may not be enough to resolve the issue;
* comfortable using computers, the internet, and web-based applications. You’ll need to be able to learn the underlying principles of a web-based database, as well as keen and quick to learn new systems that we use in our everyday work. We will provide in-depth training in Lamplight;
* well-organised, and happy to follow processes and complete administrative tasks.

**Training**

Our training partner, Firebrand,  was named **Digital Apprenticeship Provider of the Year** at the inaugural 2018 FE Week and AELP Apprenticeship Awards, and has been named in the Top 20 IT Training Companies in the World for five years running. Firebrand's apprenticeship training is delivered through a combination of market-leading residential training, online learning and targeted support from their in-house subject experts. You will also be supported throughout your qualification by a **Learning Mentor**, a former industry professional who understands exactly what it's like to work in the sector and can advise on how to show evidence of how you have achieved the required knowledge, skills and behaviours through the work you do every day.

There will also be opportunities for additional learning at Lamplight, depending on your interests and current knowledge areas.

**Future Prospects**

Lamplight is a small, well-established company that is growing. We hope that on completion of your apprenticeship we will be able to offer you a permanent contract.

**Hours per week:** 37.5 hours (Mon – Fri 9 a.m. – 5 p.m.), which includes study time.

Although this is advertised as a full-time 9-5 role, many of us work different patterns and we will try to accommodate different arrangements if you need them, for example compressed hours, different core hours, or additional leave entitlement to cover school holidays etc.

**Location:** Either from home, or from one of our offices which are based in Chichester and Liverpool (these are both currently shut due to Covid-19, so you will need to be able to work from home for the foreseeable future).

**Your development:** We will provide full training in Lamplight, and also offer other opportunities for learning and development on an on-going basis, in addition to your apprenticeship.

**Team:** You’ll report to the Head of Community, joining a team of four. This is a new post due to our expansion.

**Salary:** £17,004 per annum

**Leave:** We offer 28 days holiday per year plus public holidays.

**About Us**

Lamplight is a database specifically designed for charities to record, monitor and report on their services and users. It helps them keep track of the work they do and the impact that it has. We currently have over 500 customers who deliver a wide range of services – youth services, volunteering, housing, social services and supporting victims of violence and abuse, to name but a few. Our focus is always on helping customers to make a real difference in the work they do.

We are a small but growing team of 9. We are largely home-based across England with offices in Liverpool and Chichester. We serve a widely diverse community of users, and we value their different voices and experience.

We're committed to inclusion and equal opportunities and to providing our employees with a work environment free from discrimination in which all can thrive. We recognise and value the benefits of a diverse workforce and we are seeking applications from people of all backgrounds. If you have accessibility requirements and would like information in a different format, email: <mailto:jobs@lamplightdb.co.uk> to make alternative arrangements.

**Our Values**

Our core principles are a guide of how we behave:

• Integrity: we work honestly and have an open work culture.

• Friendliness: we work to build strong relationships with our clients, partners and have a work environment that is friendly and relaxed.

• Knowledge: we are rooted in the sector and our involvement and previous experience in the sector means we can relate easily to our customers and de-liver value. The customer is always at the heart of our decisions.

• Accessibility: we are flexible and work to provide a system that is widely available to all.

• Quality: we provide a supportive environment and adopt easily understandable language ensuring the system is easily understood by users.

**To Apply**

Please apply via our website at <https://www.lamplightdb.co.uk/join-us/>. Feel free to contact Matt Parker on [matt@lamplightdb.co.uk](mailto:matt@lamplightdb.co.uk) if you'd like to find out more first, or if you need to apply in a different format.

The closing date for applications is 24th August 2020 at 9am. Interviews will last around an hour and be during the week commencing 7th September 2020, on Zoom (please let us know when applying if this will be difficult).