

System Administrator - Digital and Technology Solutions Apprentice

Starting Salary £10-£17,000 0.8 FTE (Plus fully funded Degree worth circa £21,000 over 3 years)

Office Base: Carlisle (Remote working from home initially)

The Health and Education Co-operative is a group of 5 North West universities working together through a formal company to provide educational assessment and development resources.

We create and deliver online learning solutions for universities to use with their students, including:

- an assessment and development resource for supporting students with numeracy
- a learning resource for undergraduate nurses to introduce the concept of medicines management and pharmacology
- a resource for qualified health workers (paramedics, pharmacists and nurses) to support the achievement of a prescribing qualification

More recently we have developed an online invigilation platform so that students can be assessed remotely. We basically make sure they can't cheat!

Students and staff from universities and hospital trusts from all over the UK access our resources. Every day we have thousands and thousands of users logging onto our platforms. The role of this apprenticeship is centred around supporting our users and customers to access and get the most out of our systems.

What will the Apprenticeship entail?

You will be provided with one day a week, day release so that you can complete a Degree in Digital Technology Solutions at a university within reasonable travel distance (UCLAN/MMU/Northumbria). Your Degree will be paid for through a government scheme. The remainder of your contract you will spend carrying out system support and administration support functions.

System Administration support

- You will provide first line support to all users of the products and services. This means that you will be checking the support inbox on a regular basis and identifying what users need help with. This could include:
 - o Students forgetting their passwords and needing help with logging in
 - o University lecturers sending through groups of students for you to provide access to the system
 - o Students reporting the system has frozen whilst they were in the middle of a test
- You will be trained on how to answer many first line support queries such as those above. However, you will work closely with the Senior Systems Administrator who you can refer anything you are unable to deal with.

- This role will also provide general administrator support to marketing and business development work (such as maintaining the customer database).

What are we looking for?

You must be really interested in digital solutions and computing. An inquisitive mind as to how computers and software works – you may have enjoyed computing and technology at school. You may even have worked on your own projects such as developing your own app or website.

You should have good written and verbal communications skills. Being clear in written emails in response to user support tickets is essential. You should also feel comfortable with providing telephone and video conference support. We need someone who likes the idea of helping users when they are perhaps a little frustrated with our resources; leaving them glowing about the support they have just had from you.

Finally, you should be able to demonstrate to us a sound work ethic. We are really interested to hear about work you have undertaken on an employed basis. We want to make sure you will fit into our small hard-working team.

Essential	Desirable
Qualifications To do the Degree, applicants should have a minimum of 104 UCAS points at A-level (grades BCC) or an equivalent BTEC/DMM).	Qualifications GCSE Maths and English (Grade A*-C/9-4).
Work Experience One years' work experienced in an employed role.	Work Experience One years' experience working in a similar system administration or customer service type support role.
Personal Qualities Good written and verbal communication skills.	Personal Qualities Sound understanding of customer service. Excellent problem-solving skills. A self-starter. Happy to work on own initiative to try and resolve things.

How to Apply

In no more than one side of A4 answer the following questions: (1) Why you would like to undertake a Degree in Digital and Technology Solutions, and (2) Why you think you would be good at providing support to our users. Send this along with a CV to: joanna.tate@hecooperative.co.uk. **CVs alone will not be considered.**

Closing date: Midnight on 7th March 2021

University partners who own the Health and Education Co-operative Ltd:

