

**Job Description**

**Job Title:** Apprentice

**Salary Grade:** Apprentice Grade

**Job Family:** Organisational Support

**Job Profile:** OS2

**Directorate:** Corporate Services

**Work Environment:** Agile

**Reports to:** Technical Team Manager

**Number of Reports:** None

**Purpose:**

* To successfully achieve SFIA level 3 Infrastructure Technician apprenticeship, to prepare for a chosen career in information technology.
* To contribute towards the delivery of effective organisational support by providing specialist advice and conclusions of internal or external customers
* To contribute towards solutions to customer’s technical issues and Service Requests, within agreed timescales
* Maintain efficient and effective capturing of relevant information for service calls, in accordance to documented processes
* Maintain effective capturing of non-standard service calls for escalation and assessment
* To provide effective resolution of service calls to quality standards in accordance to documented processes
* To assist in providing effective and efficient service support within satellite Service Desk sites
* Minimise escalation of service calls to 2nd and 3rd line technical resolver groups
* To identify improvement opportunities through knowledge transfer to and from other technical resolvers

**Key Responsibilities:**

* To attend placement, punctually, at agreed times
* To ensure coursework is kept is progressed within agreed timescales
* Resolve calls in accordance with set procedures and guidance
* Investigate and assess service user issues and requests to enable efficient processing and resolution of calls
* Escalate calls to other technical resolvers and teams where required
* Liaise with other technical staff to identify potential Problems at the earliest opportunity
* Proactively engage in knowledge transfer between ICT colleagues
* Maintain network and application user access including the creation, amending and removing of permissions in accordance with corporate authorisation process
* Provide support and guidance of the corporate computing environments and technologies
* Support the corporate telephony system
* Basic network troubleshooting including checking connectivity of devices and related network settings
* Connecting devices to the corporate wired and wireless networks and related troubleshooting
* Verifying and updating of all records within the IT Service Management toolset, to ensure accuracy of records
* Remain aware of, adhere to and promote, to service users, security and data protection standards
* Adhere to stock control processes to ensure accurate asset tracking

Other Duties

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council