

 <p>Xentrall Shared Services Delivering Excellence for All</p>		JOB DESCRIPTION	
DIRECTORATE:		Xentrall Shared Services	
SERVICE AREA:		ICT Services	
JOB TITLE		Apprentice ICT Service Technician	
REPORTING TO:		ICT End User Engagement Coordinator	
APPRENTICESHIP QUALIFICATION		Information Communications Technician – Level 3	
APPRENTICESHIP DURATION:		21 months	
1.	JOB SUMMARY:		
	<p>To assist in the provision of effective, efficient and customer-focussed ICT services for all Xentrall Shared Services ICT customers.</p> <p>To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.</p>		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1	<p>Working as part of a team of ICT professionals and under the guidance of senior team members, contributing to the effective and efficient delivery of all ICT hardware, software and associated services, from installation through to disposal. Duties will include some or all of the following tasks:</p> <ul style="list-style-type: none"> • Resolving queries • Problem solving • Providing technical assistance • Maintaining ICT equipment • Installing and configuring hardware • Resolving faults • Upgrading or replacement of equipment as needed 	
	2	Assisting in providing advice and guidance to customers on all end user ICT matters, including testing procedures and any training requirements which may result from upgrades or new systems.	
	3	Helping to ensure that all redundant equipment is identified and disposed of in an appropriate manner in-line with the disposal policy.	
	4	Developing and maintaining a good level of technical awareness.	
	5	Developing an understanding of and adhering to the appropriate ICT policies, strategies and standards that reflect best practice, including ITIL and PRINCE2.	
	6	Complying with the all agreed standards in the timely and effective use of the ICT Service Desk system to aid the smooth management of incidents and problems across the ICT service for the benefit of its customers.	

	7	Complying with security, change control and audit trails procedures for systems, software, licensing, integration and interfaces in accordance with information security policies and guidelines, including updating the CMDB with asset lifecycle information.	
	8	Helping to support and maintain effective liaison across ICT Services ensuring that a customer focused approach is embedded in all activities.	
	9	Maintaining attendance at both work and college to enable satisfactory completion of qualifications.	
	10	Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such.	
	11	Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities.	
	12	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.	
3	GENERAL		
	<p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder</p> <p>Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p>Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.</p> <p>Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development</p> <p>Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council</p> <p>Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.</p> <p>Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p>Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>		
	Name	Signature	Date
Job Description written by (Manager)
Job Description agreed by (Apprentice)
Job Description dated	May 2021		

**PERSON SPECIFICATION**

Job Title	Apprentice ICT Service Technician	
Directorate / Service Area	Xentrall Shared Services	ICT Services

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)</p> <p>PLEASE NOTE: You must not hold an existing qualification at the same or higher level as this apprenticeship or in a similar subject</p>		Application form / Certificates
Experience	Experience working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative	ICT support experience	Application / Interview
Knowledge & Skills	<p>Excellent IT Skills - Microsoft Office e.g. Word and Excel</p> <p>Good understanding of Windows operating systems and desktop hardware</p> <p>Excellent communication skills, both oral and written</p> <p>Good attention to detail</p> <p>Good numeracy and accuracy skills</p>	<p>Awareness of ICT security</p> <p>Awareness of ICT trends</p> <p>Customer Service Skills</p>	Application / Interview / Reference

	<p>Ability to understand and apply regulations and written instructions</p> <p>Be articulate and able to converse confidently in a pleasant and professional manner</p> <p>Have an organised and flexible approach to task completion</p> <p>Ability to solve problems logically</p>		
<p>Specific behaviours relevant to the post</p>	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Personal effectiveness</p> <p>High personal standards of self-discipline</p> <p>Highly motivated, and not easily discouraged</p> <p>Flexible approach to work</p> <p>Committed to own personal development</p> <p>High personal standards and self- discipline.</p> <p>Motivated and positive attitude</p>		<p>Application / Interview / Reference</p>
<p>Other requirements</p>			

Person Specification dated

May 2021