

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Apprentice IT Support Technician		<b>Director/Service/Sector Information Services</b>		<b>Office Use</b>
<b>Band:</b> National Apprenticeship Wage		<b>Workplace:</b> County Hall, Morpeth		<b>JE ref: 2821</b>
<b>Responsible to:</b> Team Leader		<b>Date:</b> June 2021		<b>HRMS ref:</b>
<b>Job Purpose:</b> To assist in the support, maintenance and use of IT equipment, working within Information Services. Deal with IT incidents, work requests and answering telephone calls. Follow agreed standards and procedures.				
<b>Job Context:</b> To work with the IT Service Desk Team				
<b>Resources</b>	Staff	None		
	Finance	None		
	Physical	Maintain and operate information systems, ensuring careful use of allocated tools and equipment.		
	Clients	Interact with colleagues and internal customers (NCC staff). May have some external contact with customers and suppliers.		
<b>Duties and key result areas:</b> Undertaken individually or as part of a team, these are examples of some of the duties that may be expected to be undertaken by the post holder. The actual duties may vary depending on the requirements of the role.  <div><div>1.</div><div>Receive and log requests for support from help desk, other service delivery staff and/or users</div></div> <div><div>2.</div><div>Respond to instructions or follow agreed plans</div></div> <div><div>3.</div><div>Install or remove hardware and/or software, using supplied installation instructions and tools</div></div> <div><div>4.</div><div>Follow agreed procedures</div></div> <div><div>5.</div><div>Take defined action on simple problems, confirm correct functionality of hardware and software installations and advise supervisor and users.</div></div> <div><div>6.</div><div>Assist more experienced Support Officers with installations.</div></div> <div><div>7.</div><div>Use the facilities of the tools and systems available to monitor and report on regular activities</div></div> <div><div>8.</div><div>Assist users to make more effective use of desk-top systems, products and services, making initial diagnosis of problems and advising known solutions</div></div> <div><div>9.</div><div>Assist in investigating and overcoming simple problems</div></div> <div><div>10.</div><div>Comply with policies relating to Health and Safety, Equal Opportunities, Confidentiality and Data Protection</div></div> <div><div>11.</div><div>Replace keyboards, mice, printer toners, monitors and other basic IT components when needed</div></div> <div><div>12.</div><div>Attend and participate in regular IT meetings</div></div>				
<b>Work Arrangements</b>				
Physical requirements:		Activities generally undertaken in a seated position with some walking, bending, or stretching and an occasional need to lift or carry.		
Transport requirements:		Some travel to other work sites, area offices or training venues throughout the County and occasionally further a-field.		
Working patterns:		37 hours per week. Flexi-hours may apply provided colleagues work collaboratively to provide cover. Some standby or call out arrangements may apply.		
Working conditions:		Minimal exposure to working outdoors.		

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**PERSON SPECIFICATION**

<b>Post Title</b> Apprentice IT Support Technician	<b>Director/Service/Sector:</b> Information Services	Ref: 2821
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>• 2 or more GCSE's (or equivalent) including Maths and English at grade 4C or above.</li> <li>• Undertaking continuous professional and personal development A good general education demonstrating literacy and numeracy</li> <li>• Demonstrate an ability to develop knowledge of the role and the requirements needed to be effective</li> </ul>	<ul style="list-style-type: none"> <li>• IT Technical qualification(s)</li> <li>• Evidence of competency in IT</li> </ul>	(a), (i), (r)
<b>Experience</b>		
<ul style="list-style-type: none"> <li>• Previous experience is not an essential requirement.</li> </ul>	<ul style="list-style-type: none"> <li>• Competence in using Microsoft Office systems</li> <li>• An active desire to provide effective customer centred services</li> <li>• Basic knowledge of internet technologies</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>• Good verbal and written communication skills</li> <li>• Good numeracy and literacy skills</li> <li>• Basic knowledge of word processing, spreadsheets and databases</li> <li>• Follow instructions and procedures with guidance to achieve objectives</li> <li>• Ability to plan and organise daily work routines with guidance</li> <li>• Adaptable and able to deal with changing priorities within short time scales</li> <li>• Supportive and effective team player</li> <li>• Ability to engage with service users and members of the public</li> <li>• Ability to absorb technical information</li> <li>• Listens, consults others and communicates clearly</li> </ul>	<ul style="list-style-type: none"> <li>• Analytical approach to problem solving within an IT environment</li> <li>• Excellent IT and keyboard skills</li> <li>• Ability to work independently with minimum supervision (but also be a team player)</li> <li>• Willingness to participate in any training relevant to the post</li> <li>• Clear and logical thinking required to deal positively with problems</li> <li>• Ability to understand and develop the use of IT to achieve work objectives</li> </ul>	(a), (i), (r)
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Generally works from a seated position with regular need to walk, bend or carry items</li> <li>• Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands</li> </ul>	<ul style="list-style-type: none"> <li>• Works without frequent reference to others</li> <li>• Identifies and negotiates own development opportunities</li> <li>• Can demonstrate an awareness of Health &amp; Safety issues</li> </ul>	(a), (i), (r)
<b>Motivation</b>		
<ul style="list-style-type: none"> <li>• Reliable and keeps good time</li> <li>• Ability to work flexible hours</li> <li>• Demonstrates enthusiasm for obtaining a related qualification</li> <li>• Demonstrates integrity and upholds values and principles</li> <li>• Promotes equal opportunities and diversity in all aspects of work</li> <li>• Adapts to change by adopting a flexible and cooperative attitude</li> </ul>		(a), (i), (r)
<b>Other</b>		
<ul style="list-style-type: none"> <li>• Dependable, reliable, a good timekeeper</li> <li>• Demonstrates honesty, integrity, openness and respect for others</li> <li>• Able to work with minimum supervision</li> <li>• Understand and uses appropriate methods, tools and applications</li> </ul>	<ul style="list-style-type: none"> <li>• Helps to create and encourages a positive work culture</li> <li>• Proactive and achievement orientated</li> </ul>	(a), (i), (r)

• Demonstrates a rational and organised approach to work		
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits