

 **Job Description & Person**

**Specification**

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| **Post Title**  | IT Support Services Analyst Apprentice |  |  |
| **JE Reference**  | APP | **Grade**  | Apprentice  | **SCP Range**  | N/A |

**Reporting line:**

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| Helpdesk and Support Services Senior Officer |
|  |  |
| IT Support (1st Line) |
|  |  |
| IT Apprentice |

**Job Purpose:**

 To develop skills, knowledge, and experience in all aspects of Information Technology within a public sector environment whilst working towards an NVQ level 3 in IT and to assist the team to provide an efficient and effective IT support service to the Council, service partners, third party suppliers and schools.

**Relationships:**

**Accountable to:** Helpdesk and Support Services Senior Officer

**Accountable for:**

**General Contacts:** Managers and colleagues within the Team, Directorates, all staff, elected members, service partners, other Councils

**Key duties and responsibilities:**

1. Learn to record and respond to incoming incidents and service requests within the times specified in the various SLAs negotiated with the council’s user communities.
2. Learn to provide IT technical support for the Council, following corporate procedures and standards.
3. Learn to contribute to the work of the team in the delivery of projects and support as required by the Support Manager or Supervisory Officer.
4. Learn to assist the Procurement Team in seeking quotes, raising orders, receipting goods and the best practices that go alongside this.
5. Learn about stock control and asset management and contribute to the management of the stock room and equipment held within.
6. Learn about asset disposal procedures and contribute to the withdrawal process of all assets from active duty.
7. Learn to complete personal and service administration.

1. Learn to achieve and report on Key Performance Indicators.
2. Learn to assist in ensuring that all asset records are accurately recorded.
3. To demonstrate a commitment to developing personal skills in accordance with the apprentice framework.
4. To complete assignments/projects which relate to the apprenticeship framework throughout the full apprenticeship period.

**General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post.
2. To ensure that the Council’s corporate Health & Safety policy is followed, and training is undertaken in all pertinent health and safety procedures.
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are always met.
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers.
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may need safeguarding.

**Last Updated: May 2021 Author: Andrew Cullum**

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| **POST TITLE** | **GRADE** |
| IT Apprentice | Apprentice |

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| **NOTE TO APPLICANTS**Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | **NECESSARY REQUIREMENTS** | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Experience of using files/folders on a computer
 | * Experience of installing PCs and software
* Experience of using Microsoft operating systems and standard office software
 | A,I |
| **SKILLS AND ABILITIES** | * Clear and professional communications skills (both verbal and written)
* Proactive, fast learner
* Ability to focus on assisting customers and colleagues find solutions to problems.
* Ability to work logically and methodically, often under pressure and to tight deadlines
* Good attention to detail and the ability to deliver what is required, when it is required.
* Open to change and ability to focus on requirements of the business at all times
* Ability to work both in a team and sometimes alone.
 | * ICT desktop hardware skills
* ICT desktop software skills
 | A,I,AC |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * 3 x GCSEs grade A-C to include Maths and English (or equivalent)
 | * 5 x GCSEs grade A-C to include Maths and English and IT (or equivalent)
 | A,C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours
* Commitment to own continuous personal and professional development
* Strong team player, committed to contributing to a team in a positive and constructive manner
* Committed to an ethos of continuous improvement
* A customer focused approach
* Ability to work tactfully and sensitively
* Willing to undertake a Criminal Records Bureau check
 | * Evidence of own continuous personal and professional development
 | A, I, R |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users
 | * Evidence of having completed training in equality and diversity awareness
 | A,I  |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focused service
 | * Evidence of surpassing customer expectations or service targets / goals
 | A,I  |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCthis is Redcar & Cleveland