Job description			
Job title	Trainee IT Officer		
Grade	Pay Band D		
Directorate	Resources		
Service/team	IT/Production Support		
Accountable to	IT Business Analyst		
Responsible for	Not Applicable		
JE Reference		**Date Reviewed**	3/7/25

Purpose of the Job

The purpose of the post is to provide support within Knowsley Metropolitan Borough Council's IT Service, assisting in providing support for software applications and IT infrastructure and devices.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

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1. To provide basic support in the delivery of IT processes and procedures ensuring that any required documentation is maintained.

2. Assist in the design, creation, development and maintenance of computerised records and files, including data input.

3. To assist colleagues with the implementation and configuration of software applications, developing a working knowledge and understanding of the appropriate standards and tools used.

4. Learn and understand how to use relevant reporting tools, to extract reports to deliver information from systems to meet customers' business requirements.

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5. To assist colleagues with the implementation and configuration of user devices and other IT hardware, developing a working knowledge and understanding of the appropriate standards and tools used.

6. To understand and comply with all policies and procedures relating to the post holders employment with the Council and the execution of their duties.

7. Support colleagues in trialling and adopting AI tools (e.g. Microsoft Copilot, ChatGPT, Azure OpenAI) to improve productivity and service delivery.

8. Stay informed on developments in digital automation and AI to support the service's innovation goals.

9. To work in a hybrid environment where you might be required to work within the council's offices for collaboration work and other duties.

10. To liaise appropriately with colleagues and customers.

Knowsley Better Together – Staff Qualities

Health and Safety

- To use equipment as instructed and trained.

- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

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- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.

- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.

- Report actual or potential security incidents.