**JOB DESCRIPTION**

**Job Title:** IT Support Apprentice

**Department:** IT Services

**Reports to:** IT Support Team Leader

**Responsible for:** N/A

**Grade:** B (Career Grade to C)

**PURPOSE**

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| Act as the first point of contact for all IT-related issues and requests, forming the Service Desk team.  Provide first line IT Support to the Council’s 450 customers, including staff and 54 elected Council members.  Identifying higher level incidents and requests and passing them onto other relevant IT staff  This role will be closely supervised by the IT Support Team Leader and liaise with the IT Support Assistant for more complex queries. |

**MAIN DUTIES**

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| Develop knowledge through formal and on-the-job training to competently:  Provide First-Line Technical Support. Respond to IT support requests via phone, email, or helpdesk system, offering initial troubleshooting for hardware, software, and network issues.  Accurately record all support interactions in the IT ticketing system and monitor the progress of open tickets to ensure timely resolution.  Troubleshoot and resolve common issues related to desktop computers, printers, applications, and basic network connectivity.  Seeking guidance from IT Assistant where necessary - identify when problems require escalation to second-line or specialist IT support teams and provide detailed information to aid resolution.  Assist with the installation, configuration, and maintenance of workstations, laptops, mobile devices, and peripherals.  Create, modify, and deactivate user accounts, email addresses, and access permissions according to company policies.  Help prepare IT equipment and accounts for new starters and ensure proper IT resource recovery during employee exits.  Help enforce security and usage policies, and report any breaches or unusual activity to the appropriate teams.  Communicate professionally and effectively with users of all technical levels, maintaining a positive and helpful attitude.  Ensure all support requests are handled in line with agreed service levels, prioritizing tasks and following up to maintain SLA compliance. |

**DIMENSIONS**

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| Primarily based at Council Offices, Argyle Road, Sevenoaks.  Required to support IT at the following additional sites:   * Dunbrik Depot * Swanley Meeting Point   Support of Election events at the nominated location(s) |

**GENERAL RESPONSIBILITIES**

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| To embrace the values and behaviours of the Council.  To comply with the Council’s Safeguarding policy.  To comply with the Council’s Equal Opportunities policy, and to actively promote equality of opportunity wherever possible.  To comply with the Council’s Health & Safety policy.  To participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.  To participate fully in the Councils staff appraisal scheme.  To carry out any other related duties which may be directed by the IT Support Team Leader. |

**PERSON SPECIFICATION**

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| **QUALIFICATIONS** | |
| **ESSENTIAL** | **DESIRABLE** |
| N/A | N/A |

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| **KNOWLEDGE, SKILLS & EXPERIENCE** | |
| **ESSENTIAL** | **DESIRABLE** |
| Desire to start a career in the field of IT.  Ability to recognise urgency and impact factors.  Customer service skills  Well organised  Good communication skills | Experience of working within other Local Authority services and functions.  Understanding of how domain services interact (Active Directory, DNS, etc)  Understanding of cloud-based systems  Understanding of virtualized environments  Ability to communicate technical information to a range of audiences (inc. non-expert). |