Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Technology Support Apprentice
Service	Chief Executive's Office
Team	Digital Data and Technology (DDaT)
Location	Shute End
Reports to	Technology Support Team Leader
Responsible for	No direct responsibilities
Grade	Grade 2
Contract Type	2 Year Fixed Term Contract
Hours	Full Time

Main Accountabilities	
1.	Assist in duties relating to the day-to-day operation of the Council's computer systems
2.	Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries, including receiving, logging and managing calls from internal staff
3.	Resolving non-complex Requests for customers, including application & account access
4.	Basic Account Admin
5.	To maintain a high degree of customer service for all support queries and adhere to service management principles
6.	Publishing support documentation to assist staff with requests for information, maintaining the Council's IT knowledge base and maintaining the IT intranet pages
7.	Apply technical skillset to assist the delivery of the IMT Service
8.	Ensuring that IT Assets are accounted for and in working condition before allocation and use.
9.	Ensuring that all IT Assets which are no longer fit for purpose of re-use are securely stored until can be disposed of
10.	Ensuring that Laptops and Smartphones are clean and fit for purpose before being allocated and worked on.

11.	Ensuring that the IT Computer Rooms and Working areas are always cleared of waste materials and that the working areas are safe to work in
12.	Setting up laptops, tablets and desktop computers for staff to use
13.	Setting up Mobile devices for staff to use.
14.	Updating the Council's IT Service Management System (Hornbill)
15.	Maintaining the Council's IT knowledge base
16.	Maintaining the IT self-serve documentation
17.	Contribute to project work, supporting the wider team, as and when required

Person Specification	Essential	Desirable
Education/Qualifications	Practical relevant experience.	GCSE (or equivalent) Grade A – C in Maths and English preferred) Information Communications Technician Qualification or relevant skills and experience
Experience	Excellent verbal and written communication skills	
	Basic understanding of computer support	
Skills/Knowledge	Knowledge of Microsoft Products	Core Microsoft technologies including O365, Exchange, Teams, Windows server, Windows desktop, Android Phones
	Good organisational skills	Common technical ICT solutions e.g. web and mail filtering, virtual server environments, VPN solutions
	Ability to work as part of a team	
	Aptitude to learn and develop knowledge of the Digital, Data and Technology sector	
Behaviours/Attributes	Can do attitude and willingness to assist colleagues	
Other		Full UK Driving license

Purpose Details	
Service Purpose	The Digital, Data and Technology service is responsible for the creation and delivery of the Councils Digital and Technology Strategy and fulfilling the digital ambition of the Council, including the adoption of technology to improve the customer experience. The Digital, Data and Technology service is made up of the following Service areas: - Operational IT and Project Delivery, responsible for the delivery of end user technology and application services along with delivery of all technical projects. - IT Infrastructure, responsible for security, maintenance and optimisation of the Councils server and network estate that underpins the technologies the Council uses. - Digital Innovation, responsible for Digital delivery including development of the Councils CRM and inhouse developed applications. Responsible for identifying and implementation of digital tools specifically with regards to Artificial Intelligence and Automation.
Role Purpose	To provide support to internal staff. To work towards the level 3 Information Communication Technician Apprenticeship with LDN. There is also a range of administration duties within this role, centred around fulfilling user requests, starters and leavers processes and maintaining the IT Knowledge base.

Supervision and Relationships	
Supervision Received	Reporting to and receiving supervision from the Tech Support Team Leader. Post holder will receive daily supervision
Supervision Given	None
Contacts	Key technology suppliers and internal stakeholder support to all levels

Resources/Budget Management
None

Special Requirements
Ability to travel to a variety of locations in borough and work outside of standard office hours when required.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	Y
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	Y
Work Environment Details	Offices, Care Homes.

Role Involvement	Details
Working with Children	Y

Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	**Details**
DBS Requirement	No
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
As required

Evaluation Declaration	
Date of Evaluation:	<DD/MM/YYYY>
Evaluated by:	<Name, job title>