

<b>Designation:</b>	<b>ICT Services Apprentice</b>
<b>Grade:</b>	<b>Stroud 1</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	<b>Ebley Mill, Stroud</b>
<b>Job Purpose:</b>	<b>To provide efficient and effective support to the ICT Service Desk team</b>
<b>Responsible to:</b>	<b>ICT Service Delivery Manager</b>
<b>Responsible for:</b>	<b>No supervisory Responsibility</b>

## KEY DUTIES

- To undertake a development programme leading to a ICT Support Technician Qualification in information Communication Technology and to actively participate in their own development plan agreed with their line manager and assessor.
- Work alongside experienced ICT Service Desk Analyst whilst learning all aspects of the role.
- Assist in general administration and support to the ICT – Service Desk Team
- Assist with hardware and software installations.
- Deal with enquiries, tickets logged on the service desk and to communicate effectively with customers, colleagues and internal/external personnel.
- To ensure accurate record keeping using IT systems.
- To follow instructions and procedures within the ICT Service.
- To demonstrate a positive, enthusiastic, committed and flexible attitude towards work, team member, colleagues and other persons.
- Recognising the importance and benefits of effective team working.
- To work in line with 'best practice' ensuring compliance to relevant policies.
- To maintain confidentiality and discretion.

## SKILLS AND KNOWLEDGE

- Holds at least 5 GCSEs (Grades A to C) or equivalent to include English Literature, English Language and Maths
- Good written and verbal communication skills, with an eye for detail
- Competent in using computers and installing software
- An effective team member
- Good interpersonal and customer facing skills
- Ability to empathise, maintain professionalism, display patience and politeness
- Good record keeping skills

- Good attention to detail

## TRAVEL DESIGNATION

- Casual car user.

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*