

JOB DESCRIPTION

Directorate:	Executive Director
Division:	ICT Services
Post No & Job Title:	C34 – ICT Apprentice
Grade:	Grade 2
Responsible to:	C70 - Assistant ICT Manager
Responsible for:	No responsibility for employees.
Main purpose of the job:	To receive training and become familiar with a wide range of computer related functions in order to assist the Information Communication Technology Department in its operational and Development activities.

Main Duties and Responsibilities:

Under supervision and following appropriate instruction and training, carry out the following:

1. Become conversant with server, PC operating systems and their peripheral equipment.
2. Assist the Service Desk / Computer Operators with operational functions as required, for example, dealing with basic written and verbal enquiries and requests in an effective and courteous manner.
3. Operate ancillary computer equipment and complete service specific tasks in line with team processes and procedures.
4. Assist the Service Desk / Computer Operators with First Line Support as required, for example, using standard and service-specific software packages and systems to produce documents, update and maintain records etc.
5. Installation of PCs, support and maintenance of distributed computer hardware and software.
6. To actively participate in your own development plan which will be agreed with your line manager and the assessor from the training provider.
7. To achieve personal development targets, as agreed with your line manager.
8. To take part in meetings, supervision, training and other events to assist with your development, as requested by your line manager.

9. To undertake a development programme leading to a recognised apprenticeship qualification.
10. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

Computer operating covers a period 7.00am – 18.00pm. It may be necessary, on occasions, to assist and/or cover for the ICT Service Desk / Operator on the early or late shift.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of C47 - ICT Apprentice but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.