JOB DESCRIPTION

JOB TITLE  Apprentice ICT Service Desk Analyst

SERVICE  ICT

GRADE / SALARY  NMW

RESPONSIBLE TO  ICT Service Desk Team Leader

RESPONSIBLE FOR  N/A

MAIN PURPOSE OF POST

To respond to and ensure the resolution of ICT Service Desk calls, within agreed service levels, so ensuring the efficient & effective use of the Councils investment in ICT systems.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities must be undertaken to comply with Council policies and procedures and relevant legislation (such as the Data Protection Act 1998, Misuse of Computers Act 1990, Freedom of Information Act 2000), these include:

1. The post will be required to perform the following roles.
   1. Provide 1st/2nd Line Service Desk telephone Support to Council staff and Members.
   2. Process Service Desk incidents and request received via the Service Desk mailbox.
   3. Installation and Maintenance of Windows desktop PC’s, laptops, tablets and other ICT peripherals (including network configuration of these).
   4. Provide support for MS Office Applications such as Word/Excel/PowerPoint/Access, as well as a range of desktop and server based applications installed by the Council.
   5. Use of Remote Access software for the swift resolution of faults and enquiries.

2. Any other duties that may be commensurate with the post holders skills and ability, to the benefit the organisation.

SPECIAL FEATURES OF THE POST

The posts will provide cover for the Assistant Helpdesk Officer, in the event of their absence through training, sickness or annual leave.

Duties may be carried out at any location within the Borough delivering Council services. There is a requirement for some work to be outside the Council offices (e.g. Elected Members homes), via remote access software.
PERSON SPECIFICATION

JOB TITLE
Apprentice ICT Support Officer

DEPT/SECTION
ICT

SKILLS/KNOWLEDGE/ABILITIES

ESSENTIAL

1. Awareness of current Microsoft Windows operating and application software.
   - Microsoft Windows 7, Windows 8.1 & Windows 10
   - Microsoft Outlook
   - Microsoft Office
   - Network configuration of ICT equipment (to includes PC’s, Laptops and network printers)
   - Configuration of mobile devices (iOS and Android)
   - Basic user account and password configuration under MS Active Directory

2. Willing to function as part of a professional team, following procedures and policies as well as demonstrating suitable independent action.

3. Ability to function in a responsive Service Desk environment focusing on attaining high levels of customer satisfaction and meeting agreed service level standards.

DESIRABLE

1. Awareness of several of the following
   - PC imaging technology. (e.g. SCCM)
   - Remote Access Software (RDP, Radmin)
   - Device driver configuration
   - Peripheral installation / Maintenance – covering printers, scanners, cameras, PDA’s, mice, projectors, IR and Bluetooth devices.
   - Application of Service Packs
   - Working knowledge of e-mail systems (ideally Exchange).

2. Knowledge of backup techniques the ability to restore data and or access to systems following accident / system fault or user error.

3. An appreciation of software licensing and appropriate actions in cases of violation.

EXPERIENCE

ESSENTIAL

1. A desire to work in an ICT support role.

2. Demonstrate high levels of customer facing communications skills / temperament, being able to explain complex situations to people without high
levels of technology skills, in often-stressful environments.

3. Ability to function as part of a professional team, following procedures and policies as well as demonstrating suitable independent action.

**DESIRABLE**

Experience of working in a local government environment (or similar organisation with complex multi system requirements)

**QUALIFICATION/TRAINING**

**ESSENTIAL**

1. Currently studying for a formal ICT qualification (e.g. ECDL, NVQ.).

**DESIRABLE**

1. MCP in recent Windows PC and / or server operating systems