

A Day in the Life of the Business Information & Technology Team

Our Mission:	To deliver great customer service to our internal and external customers and stakeholders
Our Story:	<p>We are the Business Information & Technology Team. We work for Kent County Council as part of the Highways & Transportation department.</p> <p>Go to the Kent County Council website links below to read up on some of the services we offer our customers:</p>
Our Team:	<ul style="list-style-type: none"> • We deliver both business and IT systems across the Highways & Transportation department • We work mainly at home (using Kent County Council equipment). • We are sometimes required to come into the Invicta House office in Maidstone / Ashford Henwood Ashford office to have team meetings and meet with staff regarding IT user issues. • We provide additional services to our internal and external customers, such as highways & customer related apps, online mapping systems etc.
Typical day for our team:	Opportunity is available to work once a week face to face within the Highways & Transportation department.
9:00am	Triage incoming emails and enquiries - IT and business system enquiries from our customers (i.e. staff, contractors, district councils etc.) and from our website.
9:15am	Speak with other team members - to update each other on any complex or difficult enquiries, deadlines coming up.
9:45am	Respond to customers – log a call with our IT department to investigate an issue, obtain statistical information for a report, edit jobs details on database.
11.00am	Update, modify & retrieve data – amend information relating highways assets (i.e. streetlights, drains etc) on highways database, spreadsheets and reporting of performance.
12noon – 1pm	Lunchtime
1pm – 2pm	Ring or email - other teams within Highways & Transportation to talk through any IT or business system information.
2pm – 3pm	Updating of the organisational structure charts and WAMS User list.
3pm – 4pm	Respond to customers – email or ring customers to let them know their enquiry has been completed and we will be sending them the information they require and update the database with what action has been taken etc..
4pm – 5pm	Undertake - training (i.e. on the job IT training, view recorded webinars.)
Your apprenticeship:	<p>As an apprentice your role will be to help support and work with the Business Information & Technology team to deliver a quality service to our customers.</p> <p>Please see the job advert and job description for information regarding the apprentice duties.</p>