

<b>Role:</b>	ICT Support Apprentice
<b>Department:</b>	ICT Operations, Service Requests and 1st Line Support
<b>Salary:</b>	From £173.91 per week
<b>Responsible to:</b>	Service Requests Team Leader or 1st Line Team Leader

## Apprenticeship Training Details

**Name of Apprenticeship Standard:** Infrastructure Technician

**Level of Apprenticeship:** Level 3

**Length of Study:** Fixed term for the duration of the apprenticeship

## Job Purpose:

The post holder will work as an apprentice within the ICT Service Requests Team and 1st Line Support which are part of the ICT Service Desk.

### Service Requests

The main duties include assisting with the procurement of IT goods and services, ensuring an efficient goods in/out process and communications to our customers via email and telephone.

### 1st Line Support

The main duties include the processing and coordination of appropriate and timely responses to incident reports, including channeling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping customers apprised of progress towards service restoration.

## Service requests main duties and responsibilities:

- i. You will assist analysts with the procurement of IT goods and services through the internal online 'ITShop' and via external portals.
- ii. Help with stock checking, labelling and 'building' of goods our store room facility to ensure an efficient goods in/out process.
- iii. Assisting with sending and receiving/answering communications from our KCC customers via email and telephone to ensure set targets are met.
- iv. Assist with calls logged to our 3rd party suppliers.

- v. You will assist analysts with our managed print service by helping monitor our mailbox, log calls using our internal call logging system as well as service calls that have been raised by our customers direct. This will include ensuring consumables, such as toner & paper are ordered and delivered with timescales requested as well as talking to our 3rd party supplier about issues raised with the printers to ensure a swift fix.
- vi. Assisting visitors to the building, you will need to find out who they have booked in to see and ensure they get to the right location in good time. You will also need to receipt parcels coming into the building, contact our staff to advise them of the delivery and ensure that goods are signed out. You will also have responsibility for ensuring goods are collected by couriers as booked by staff.
- vii. Assist with other duties as are appropriate to the grade and scope of this post.

### 1st Line Support Main duties and responsibilities:

- i. Receives and handles requests for support following ICT procedures.
- ii. Responds to common requests for support by providing information to enable resolution and promptly allocates unresolved calls following agreed procedures.
- iii. Maintains records and advises relevant persons of actions taken.
- iv. Following agreed procedures, receives and handles requests for information, and provides routine advice to users on systems, products and services which are available to them.
- v. Following agreed procedures, receives and handles requests for support, provides information to enable problem resolution and promptly allocates unresolved calls as appropriate.
- vi. Provides an effective interface between customers and service providers, including documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.
- vii. Assists customers to make more effective use of desk-top systems, products and services, making initial diagnosis of incidents and advising known solutions where applicable.

## Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

## Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

## Person Specification

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<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's total or equivalent.</li> <li>• English and Maths GCSE grade D or above.</li> <li>• 3 x GCSE's grade A-C in any subject.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Listening skills.</li> <li>• Ability to use MS Word, Excel and Outlook (or email equivalent) to intermediate level.</li> <li>• Customer care skills.</li> <li>• Ability to work as part of a team.</li> <li>• Confidence to communicate effectively with people on the telephone, in writing and face to face.</li> <li>• Ability to understand and follow procedures.</li> <li>• Efficient and conscientious record keeper.</li> <li>• Good administrative and organisational skills.</li> <li>• Ability to work to deadlines and under pressure.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Have an interest in current and future technologies.</li> <li>• Good command of English language, both verbal and written.</li> <li>• An awareness of local government and its business.</li> </ul>