

**JOB DESCRIPTION**

**Directorate:**  Chief Executive’s **Post Title:** IT Apprentice – ServiceDesk

**Division:** Corporate Services

**Grade: £7.55 - £12.21 per hour depending on age**

**Section:** TechnicalSupport

**Responsible to:** Senior Support Officer – ServiceDesk

**Responsible for:** None

**Safeguarding:**

All staff at North Warwickshire Borough Council are required to positively contribute to the Borough Council’s responsibility to safeguard and promote the welfare of children, young people and adults with care and support needs. It is their professional duty to be aware of the signs and symptoms of abuse and, in accordance with the Safeguarding Policy and Procedures, to respond appropriately to any identified concerns.

**Scope and Responsibilities:**

Responsible to the Senior Support Officer – ServiceDesk, for developing understanding of and carrying out support activities of the Council’s infrastructure (including PCs, mobile devices and laptops), Active Directory, Office 365 and business applications.

Initially working under supervision and assisting Technical Support staff, moving to more independent working as knowledge and experience are gained.

Study for Support Technician Apprenticeship qualification.

**Principal Responsibilities:**

1. Work as part of the Technical Support Service Desk Team to provide support to users of Council Systems. Support will be face-to-face, telephone, and remote.
2. Commit to studying for the IT Support Technician Apprenticeship course with Baltic Apprenticeships. The course is two days every six weeks, online and tutor led, with completion of workplace projects.
3. Gain an understanding of all Council systems aiding in the diagnosis of any issues, and the ability to use the Microsoft suite of office products to be able to support and train staff.
4. Initially work under close supervision but leading to ownership of incidents following them through from initial diagnosis to closure but defer any complex calls to another member of the Technical team.

This includes:

Install and configure new PC hardware, software and peripheral devices, mobile devices, and virtual desktops.

Carry out changes on Active Directory, Office 365, Azure: administering user accounts and permissions, including adding and deleting users.

Assist with the maintenance of departmental and corporate systems, including the installation of client patches, fixes and full releases as required.

Daily support of staff, senior management and councillors both informally and formally, face to face and over the telephone, assisting with issues and also giving training and guidance when required.

Carry out other technical procedures as directed by Senior Support Officer – Service Desk, Technical Support Manager or other senior members of IT staff.

Any other duties that may be applicable to the post holder. The nature of the job may require working outside normal office hours for which time off in lieu or overtime will normally be granted.

**Generic**

1. To recognise and address the importance and implications of Equal Opportunities and to comply with Borough Council policies relating to any and all vulnerable people.
2. To comply with safe systems and procedures and to take all reasonable steps to ensure that safe working practices are adopted in accordance with the appropriate policies of the Borough Council.
3. From time to time, to carry out specific tasks, as directed by your manager that are appropriate to the post, grade and competence of the post holder.
4. To share knowledge, good ideas and best practice with colleagues, to strive for continuous service improvement and input into keeping procedures up to date.

**Agreed by Post holder: ....................................................................................................**

**Date: ................................................................**