



## Craven District Council

### Job Description

**Post Title:** ICT Apprentice  
**Grade:** Apprentice – NMW/NLW  
**Reports To:** ICT Manager

#### Job Overview

As an ICT Apprentice you are responsible to the ICT Manager for the daily running and maintenance of some aspects of the IT systems and infrastructure used by Craven District Council.

Working within the ICT Service, you will help to ensure each Council delivers a secure reliable and effective ICT service to its customers.

#### Duties and Responsibilities

As ICT Apprentice you will be expected to:

- Logging and case management of 'ICT Service Desk' requests
- PC technical support including installing desktop computers/laptops/tablets, hardware upgrades, software upgrades, software imaging
- Performing Daily, weekly, monthly and annual system checks
- Develop and maintain technical and user documentation
- Maintain the Council's software licence and asset management systems to comply with Public Sector standards and licensing agreements
- Maintain Backup schedules, policies, checks
- Support for the Council's telephony
- Give advice and support to all ICT users and Council Members as appropriate

- Liaising and working with third parties
- Awareness of ICT innovation which may affect the Council
- Comply with the Council's Health & Safety policies and to act responsibly with regard to health and safety matters relating to oneself and others
- Undertake such other duties as may from time to time be allocated to the post holder as may be consistent with the responsibilities of the post

### **Other Responsibilities**

As an Apprentice / Officer you will be expected to:

- Develop self to improve performance as outlined by Appraisal targets and goals
- Contribute to the development of ICT systems, procedures and policies
- Deal with enquires from internal or external sources in a courteous and efficient manner
- Establish and maintain working relationships with Councillors, staff, external suppliers and other persons within local government
- Contribute to the ICT environment with regard to Health & Safety
- Assist to uphold security of data, networks, systems and the Council's private areas
- Communicate effectively both orally and in writing.

This role will involve working outside normal hours on occasion for the purposes of support or development in line with the councils HR policies.

**The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.**

*These duties will inevitably develop and change as the work of the Shared Service Organisational changes to meet the needs of its partner organisations and stakeholders.*

## Person Specification

### ICT Apprentice

<b>Knowledge/Qualifications / Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
HND/HNC or equivalent in computing or a computer related discipline or equivalent compensatory work experience		✓	Certificates
To have worked in an IT environment for at least one year in a technical role covering aspects of implementation, maintenance and development of systems		✓	Application
Full driving license and access to a car		✓	Licence
Microsoft Active Directory		✓	Application/ Interview
Microsoft Exchange		✓	Application/ Interview /
LAN technologies		✓	Application/ Interview
TCP/IP, DHCP, DNS and IP networking		✓	Application/ Interview
Web and e-mail Filtering Systems		✓	Application/ Interview
Switching and routing network device configuration		✓	Application/ Interview
Cabled and Fibre based infrastructures		✓	Application/ Interview
Constant level of knowledge to keep systems and network up-to-date		✓	Application/ Interview
<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
To have good communication skills both written and oral to deal with customers in person and over the phone.	✓		Application/ Interview
Ability to work as part of a team	✓		Application/ Interview
Customer care awareness	✓		Application/ Interview
Analytical in approach to problems	✓		Application/ Interview
Ability to train / assist non-technical people	✓		Application/ Interview

Willingness to learn	✓		Application/ Interview
Attention to detail	✓		Application/ Interview
Contribute to projects and procedures involving IT Services	✓		Application/ Interview
Full commitment to both a high quality internal and external customer service and equal opportunity values	✓		Application/ Interview
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
Experience in Local Government		✓	Application/ Interview
<b>Other Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
To be able to understand and apply Equal Opportunities policies and procedures.	✓		Application/ Interview