

 <p>JOB PROFILE</p>	Job Title	ICT Technical Support Officer
	Job Family	Apprentice
	Salary Grade	Voluntary Living Wage
	Directorate	Commercial and Corporate Resources
	Department	Information & Communication Technology
	Ref No	
	Date	1 st November 2016

1. MAIN PURPOSE

To learn how to undertake and assist in a range of duties relating to the support and maintenance of the council's data and voice infrastructure and the support of desktop & peripheral devices along with cloud services and applications.

Anticipated outcome

- Achievement of internationally recognised MS MOS qualification.
- Learn how to provide effective activities and duties to meet the needs of ICT Operations
- Learn how to support and gain the necessary skill sets to meet the needs of ICT service users across the Council.
- To gain sufficient ICT skills and knowledge to achieve a minimum level 3 in the Information & Communication Technology Apprenticeship Framework.

2. POSITION IN ORGANISATION

Responsible to: Senior Technical Support Officer

Employees responsible for: None

Context: See organisation chart

3. EMPLOYMENT BASE

Whitehaven, Cumbria.

4. BUDGET/FINANCIAL RESPONSIBILITIES

None

5. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To assist the ICT Technical Support Officer in providing first line helpdesk support to Council Officers and Members for hardware, software, audio-visual, photocopiers and telephone equipment.
2. To assist with the purchase, setting up, maintenance and repair of computers, audio-visual equipment, computer-linked equipment and computer-related equipment.
3. To assist in the installation and configuration of software applications.
4. To help produce and maintain I.T statistics, reports, checklists and other
5. documentation as necessary.
6. To assist with the upkeep of the Council's I.T. inventory.
7. To help maintain appropriate stock levels of computer consumables and accessories.
8. To maintain satisfactory standards of safety and security in relation to all aspects of the ICT infrastructure.
9. To set up, maintain and organise repairs for various computing, audio visual and telephone equipment.
10. To undertake and complete an NVQ Level 3 qualification for IT Professionals.
11. To be aware of and abide by the Council health and safety procedures and associated policies.
12. To ensure that the relevant Council policies and procedures are followed at all times
13. To undertake any other relevant duties as may reasonably be requested by the Council.

6. CONTACTS

Internal: This post may have a working relationship with Directors, Officers, Elected Members or any other officer employed by the council where there is a requirement to provide IT operational support.

External: This post may include engagement with key ICT suppliers and partners to resolve ICT issues and services.

7. SPECIAL FEATURES

The role may require weekend and evening working as required to attend Council meetings or undertake hardware/software installation and/or maintenance.

Some demand for physical effort in order to move and lift IT equipment

8. PERSON SPECIFICATION

Criteria	Essential**	Desirable
Education and Qualifications	<ul style="list-style-type: none">• Good general education.• Commitment to achieving an NVQ 3 in IT or equivalent Microsoft qualification	
Knowledge and experience	<ul style="list-style-type: none">• Enthusiasm for IT	
Job related skills	<ul style="list-style-type: none">• Good communication skills• Good organisational and interpersonal skills• Ability to work as part of a team• Commitment to Customer Care	

** the requirements stated as essential should form the basis for the shortlisting exercise

9. Personal Competencies

<p>1. Organisational Change and Forward Thinking - <i>understanding and preparing for the business challenges ahead and responding to change</i></p>	<p>LEVEL: 1</p> <ul style="list-style-type: none"> • Understands how their own role fits with the aims and objectives of the Council • Understands the current business challenges and change requirements • Responds and contributes positively to change • Identifies opportunities and suggests improvements for discussion
<p>2. Managing Self and others - <i>managing your own performance and that of others</i></p>	<p>LEVEL: 1</p> <ul style="list-style-type: none"> • Accepts personal responsibility to achieve own work objectives, keeping direct line manager aware of progress and any changes needed • Contributes positively to the performance management process • Acts in accordance with the Council's Human Resources policies and procedures • Gives guidance and advice to employees new to the role
<p>3. Service Delivery - <i>delivering highly effective services</i></p>	<p>LEVEL: 1</p> <ul style="list-style-type: none"> • Understands and recognises the service delivery standard required • Has the desire, ability and training to deliver 'right first time' • Builds and maintains positive relationships with internal and external customers and partners • Suggests improved methods of delivery
<p>4. Managing Finance and other resources - <i>using the resources and finance of the Council</i></p>	<p>LEVEL: 1</p> <ul style="list-style-type: none"> • Uses resources available to achieve objectives • Adheres to/applies/gives advice and guidance on the Council's resource policies and procedures as appropriate to job role • Uses technology/machinery/vehicles and/or manages information as appropriate to job role
<p>5. Customers - <i>working with internal and external customers</i></p>	<p>LEVEL: 1</p> <ul style="list-style-type: none"> • Knows who the customer is • Handles customers with patience and care • Focuses on meeting and delivering customer expectations • Responds positively and calmly to customer complaints, considering the potential impact of their actions on the Council's image

<p>6. Communication - <i>communicating internally and externally at all levels using a variety of approaches</i></p>	<p>LEVEL: 1</p> <ul style="list-style-type: none"> • Communicates clearly, giving information in a way that ensures full understanding using the most appropriate communication method • Actively listens, using questioning to seek clarification of facts • Contributes objectively to team discussions • Observes confidentiality at all times
<p>7. Team Working - <i>working effectively with individuals and teams</i></p>	<p>LEVEL: 1</p> <ul style="list-style-type: none"> • Supports and helps other team members as necessary • Is tactful and patient with team colleagues, respecting ideas and contributions different to their own and in accordance with the Council's equality and diversity policy • Works with others to achieve shared goals • Builds and maintains effective working relationships with other team members
<p>8. Personal skills - <i>demonstrating personal effectiveness, professionalism and personal integrity</i></p>	<p>LEVEL: 1</p> <ul style="list-style-type: none"> • Takes pride in the job they do, paying attention to self-development, understanding and accepting his/her role in accordance with the Council's Health & Safety policy • Is fully aware of how their own personal conduct and performance impacts on the image of the Council • Demonstrates respect and understanding of the roles of other Council employees working with them to achieve shared goals • Behaves honestly, with integrity and ethically and will challenge unacceptable behaviour