

JOB DESCRIPTION – ICT Technical Support Apprentice

DEPARTMENT:	Finance, ICT
LOCATION:	Boston- Others Considered
LINE MANAGER:	ICT Support Team Leader
SALARY:	£5.90 hrs (36.25 hrs per week) 12-month contract

MAIN PURPOSE OF JOB

The ICT Technical Support Apprentice is a development opportunity for an individual aspiring to undertake a career in ICT. The role will include delivering services to the ICT support function and working alongside and support of the ICT Technical Analysts and ICT Support Desk Team Leader. The apprentice role will be for a 12 month contract in which the organisation will support the ICT Technical Support Apprentice to achieve the A+ qualification. Suitable time within working hours will be given to support the candidates learning, this will be through agreement with the and ICT Support Desk Team Leader.

Successful completion of the qualification and a performance review of the Apprentice will be assessed and suitability of a full time permanent contract will be considered.

In supporting the Service Desk the role holders primary function is to ensure that customers' calls are dealt with at the first point of contact and ensure that calls are managed efficiently and effectively utilising the technical and customer service skills they have developed.

CORE TASKS

1. Assisting Technical Support Analysts in the diagnosing and rectifying technical problems
2. Setting up new users' accounts and profiles working alongside internal teams
3. To be able to work with non-technical customers and technical customers alike
4. Provides excellent service to users by ensuring that all incidents and service requests are professionally and correctly prioritised, resolved effectively and respectfully communicated back to the user.
5. Ensure that all documentation and asset records are accurately maintained and that all key changes are communicated to all members of the team.
6. Provide a professional service to customers in terms of communication, attitude and efficiency. It is key to provide an approachable and respectful service to our users with effective communication and regular updates.

7. Minimises disruption to users' work activities by taking personal responsibility and accountability for work undertaken, resolving incidents and carrying out service requests in a timely manner, as well as ensuring planned work is communicated in advance.
8. Ensures that service and knowledge management tools are used effectively, and that agreed service management procedures are followed. To ensure that knowledge is shared across the whole team, and where relevant, the wider department.
9. Interprets, diagnoses and resolves incidents within agreed service level timeframes.
10. Ensuring that all service requests are delivered within required timescales and to an agreed standard.
11. Liaises with other departments and external organisations through agreed processes and procedures to achieve resolutions and enable requests in a timely manner.
12. Provides technical advice and support to users and colleagues by continually updating his/her understanding of production ICT services and the way they are used within the organisation. Reinforce a proactive attitude to the improvement of support services.

GENERAL REQUIREMENTS

1. To demonstrate and champion the core competencies/behaviours of the Group.
2. To work within all Group policies and procedures, providing a high quality service and to always have a high regard for the Equality and Diversity Policy.
3. To respect confidentiality at all times and abide by the requirements set out in the Data Protection Act 1998.
4. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote Health and Safety for all.

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their Manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

Creation Date: DATE

Review Date.....

To be reviewed as part of the annual review process

PERSON SPECIFICATION – ICT Support Desk Apprentice

<i>The 'Core Behaviours' competency framework outlines the key expectations of all Longhurst Group staff. Used together, the Person Specification and Core Behaviours will ensure new employees will exhibit the competencies required for this role.</i>	<i>Essential/ Desirable</i>	<i>Application</i>	<i>Test</i>	<i>Interview</i>
A) Education, qualifications and training: Strategic				
i) GCSE level education (5 A to C)	<i>Essential</i>	✓		
ii) Entry level ICT level 1/2 qualification	<i>Desirable</i>	✓		
B) Core Behaviours: Operational				
1) Understanding the organisation Aware of what's happening inside and outside the organisation and the relationship between Longhurst Group, the community and the environment. Understands impact of local actions on organisational objectives.	<i>Desirable</i>	✓		✓
2) Delivering excellent customer service Ensures the delivery of service meets customer requirements, internal and external. Offers customers more help than expected.	<i>Essential</i>	✓		
3) Communication Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships. Thinks about how they come across to others.	<i>Essential</i>		✓	✓
4) Innovation/change Looks for new ways to improve working methods and initiatives to carry the organisation forward. Recognises the need to improve and has an awareness of the need to contribute to change	<i>Essential</i>		✓	
5) Working together Forms working relationships with others inside and outside the organisation and openly promotes and values diversity. Works well with others to achieve personal and team objectives	<i>Essential</i>			✓
6) Leadership Promotes effective performance through self-development and by motivating and supporting others. Understands the benefits of strong leadership and respects the decision making process	<i>Desirable</i>	✓		✓

C) Job Specific Knowledge, Experience & Understanding

Interest in working in a customer services environment	<i>Essential</i>	✓	✓	✓
Demonstrate a knowledge of key ICT support principles	<i>Essential</i>	✓	✓	
Demonstrate an interest and commitment to acquiring ICT support/technical qualifications and certification	<i>Essential</i>	✓		✓

D) Ability & Skills

Demonstrate high standard of customer communication skills	<i>Essential</i>	✓	✓	
Organised and efficient in fast paced environment	<i>Essential</i>	✓		✓
Able to learn and interest in resolving technical issues and communicate in a non-technical language	<i>Essential</i>	✓	✓	✓
Demonstrate potential to develop ICT problem solving skills	<i>Essential</i>	✓	✓	✓
Can work in a team environment	<i>Essential</i>	✓		✓

E) Equality & Diversity

Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	<i>Essential</i>	✓		
Champions the organisation's values	<i>Essential</i>			✓
Promotes equality of opportunity for all people as employees or customers	<i>Essential</i>		✓	✓
Promotes an environment where everyone can thrive and reach their potential	<i>Essential</i>		✓	✓
Recognises and reflects the diversity of the communities where the organisation works	<i>Essential</i>			✓

Signature: Date: