

JOB DESCRIPTION and PERSON SPECIFICATION

Job Title:	I.T Apprentice
Section:	Information Technology

JOB DESCRIPTION	
Job Title:	I.T Apprentice
Job Title No:	
Directorate:	Resources & Business Development
Post location:	Myddelton House
Reporting to:	Senior IT Technician
Post No.	
Grade:	
SCP Range:	
Driver's licence:	Full UK licence Essential
Insurance requirements:	Business Use
Car allowance:	Essential Car User
Budget Responsibility:	N/A
Responsible for:	N/A
CRB Requirement:	N/A
CRB Level:	N/A
Accommodation:	N/A
Politically restricted post:	No

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PURPOSE OF ROLE

As an IT Apprentice, you'll be working as part of a small team to provide general and routine IT support to staff within the Authority, e.g. basic IT diagnosis and fix, undertaking routine maintenance of resources and equipment, support of common software packages used in the Authority and other general tasks as appropriate under the supervision/instruction of senior staff.

KEY RESPONSIBILITIES AND DUTIES

- Learn to maintain an up-to-date and accurate database of Authority hardware and software.
- Learn and demonstrate the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation
- Learn to effectively operate a range of mobile devices including phones, laptops and iPads.
- Will learn to apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required Learn the working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment
- Learn the importance of disaster recovery and how a disaster recovery plan works and support manager to maintain this.
- Assist in the deployment of computer hardware and software around the Authority.
- Learn to repair and maintain equipment and prepare routine equipment for use, under the direction / instruction of others within strict time scales.
- Learn to keep the Authority Intranet up to date including changing the content and design
- Help maintain the Authority information ticketing system including producing reports and data as requested by the Head of I.T

General

- The above duties may be varied.
- The post holder will be provided with a mobile phone, which must be on and working when on duty (including during out of hours).
- Carry out all duties with regard to relevant legislation and the Lee valley's policies and procedures including:-
 - The Lee valley's Health & Safety Policy
 - The Lee valley's Standing Orders and Financial Regulations
 - The Lee valley's Equal Opportunities Policy and related policies
 - The Lee valley's Environmental protocols and related policies

Internal/ External Contacts / Purpose

- Senior I.T Technician for work planning and guidance.

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- Other I.T Section employees as colleagues to exchange information, support and guidance.
- Other Lee valley employees to provide guidance and support.
- External service providers and suppliers as customer.

The Lee valley has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

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PERSON SPECIFICATION

We are looking for a person who is motivated, has a good aptitude and is willing to learn and develop. The person should be flexible and adopt a pro-active approach to work, with a confidence to use their own initiative.

QUALIFICATIONS

- 5 GCSEs in English, Mathematics and I.T (or equivalent)
- No formal qualifications required as on-the-job training will be provided

KEY SKILLS AND EXPERIENCE

- Limited technical knowledge, e.g. understand the basic fundamentals of hardware and Software
- Able to:
 - use a word processing package and simple spreadsheets, e.g. to maintain records of equipment and to log calls for ICT support.
 - use email and browse the web.
 - follow straightforward oral and written instructions.
 - maintain inventories of equipment and keep up-to-date and accurate records.
 - identify straightforward solutions to simple problems.
 - keep simple records.
- Understanding and willingness to adopt good Customer Service practice.
- Willingness to adopt a flexible approach to work.

PROBLEM SOLVING / DECISION MAKING & MENTAL SKILLS

- An ability to think outside of the box when faced with a task
- Delivering at Pace with the mindset to complete a task.
- Ability to perform and finish tasks requiring concentration in a distracting environment.

COMMUNICATION

- Ability to work as part of a team and on own initiative.
- An ability communicate straightforward verbal and written information in a clear and accurate manner, e.g. pass on a message, complete a simple form.

PHYSICAL DEMANDS AND SKILLS

- Proven ability to work a keyboard with high dexterity and precision.
- Proven ability to work with a computer sitting at a desk .

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- Evident ability to work in confined and physically awkward positions (e.g. when connecting or installing hardware).
- Willingness to travel to Authority venues to support IT Technicians.
- Able to carry out physically challenging tasks or move equipment with and without the help of mechanical aids.

WORK ENVIRONMENT

- Ability to work in an office based environment (office, 90% of the time) and in an outdoors environment (10% of the time).
- Be aware that some work will have some exposure to a hazardous and unpleasant working environment for several days per month (involving risk of physical injury from electricity and working in cramped conditions).

DESIRABLE REQUIREMENTS

- Desire to learn and develop a career in IT
- Any previous experience in I.T
- ECDL