



### 1. JOB IDENTITY

|                    |   |                    |                                       |
|--------------------|---|--------------------|---------------------------------------|
| <b>Post Title:</b> | Graduate Level Apprentice (ICT)                                 | <b>Service:</b>    | Business Services                     |
| <b>Section:</b>    | ICT   | <b>Reports to:</b> | Senior Applications Solutions Analyst |
| <b>Grade:</b>      | Tech Op B (Year 1); Tech Op C (Year 2); Tech Op D (Years 3 & 4) |                    |                                       |

### 2. JOB PURPOSE

- To provide technical skills, knowledge and support for the design, development and implementation of business applications and the implementation of packaged software to meet customer requirements. To support the implementation, amendment and upgrade of existing applications. To develop in-house systems where appropriate.

The jobholder will combine work experience and university managed study following a graduate apprentice programme approved by RGU. The jobholder will be required to study for and achieve an undergraduate degree qualification (BSc Computing).

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

### 3. CORE RESPONSIBILITIES / DUTIES

- Contribute to the design, development, testing and documenting of new and amended software applications in line with the software development lifecycle
- Provide support in developing critical areas of good practice, procedures and process to ensure delivery of business systems aligned to the strategic aims of the Council
- Liaise with customers to identify and clarify system requirements
- Create test scripts and procedures in order to ensure that information systems perform as specified
- Develop and maintain a high level of technical competency and knowledge of the ICT applications development environment
- Assist with the implementation of packaged software to meet defined business needs
- Comply with quality standards and procedures related to applications development
- Manage work-study balance and overall workload with the support of the work-based mentor and RGU admin/lecturers
- Share best practice learnt at university with the overall ICT team with the support of the work-based mentor

#### 4. QUALIFICATIONS AND TRAINING

**Essential:** Any of the following options:

- SQA Higher: BBBC and two further passes to include English and Maths at National 5 level Grade C or above, or
- (Applicants who have successfully completed two Advanced Highers (or equivalent), including Computing and another numerate subject, may be eligible for entry into Year 2 of our courses), or
- GCE A Level: BCC and two further passes to include English and Maths at GCSE Grade C or above, or
- Irish Leaving Certificate Higher: B2B2B2C1 and two further passes to include English and Maths at Ordinary Level Grade C1 or above, or
- IB Diploma: 27 to include a pass in Standard Level English and Maths Grade 4 or above, or
- Modern Apprenticeship Level 3 in either IT and Telecommunications or Information Security
- The appointee will be required to study for, gain the necessary practical experience and achieve the BSc Computing qualification

#### 5. EXPERIENCE

- Essential:**
- Demonstrable interest / possible experience in software applications development and/or other computer system-related areas
  - Experience of working with key stakeholders at multiple levels in an organisation
  - Experience in the use, development and maintenance of a website within a large organisation

- Desirable:**
- Self-motivated team player with a positive approach with experience of working in a team environment
  - Experience in the use of Microsoft Server 2008 and above, Windows 7 and above, and Active Directory

## 6. KNOWLEDGE AND SKILLS

- Essential:**
- Customer-focussed with excellent organisational, interpersonal and communication skills
  - Analytical & problem solving skills
  - Positive attitude and a keen desire to achieve the qualification of BSc in Computing
  - Confident and approachable
- Desirable:**
- Working knowledge of computer systems, software and networks
  - Knowledge of network topology, protocols and server technologies
  - Familiarity of internet technologies
  - Ability to travel

## 7. ADDITIONAL REQUIREMENTS

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|------------------------|--|
| Driving Compliance     | Not applicable to this post  |
| Politically Restricted | Not applicable to this post  |
| Work Smart             | This position is designated as a ' <b>Flexible</b> ' post as detailed on the Worksmart website - <a href="http://worksmart.aberdeenshire.gov.uk/">http://worksmart.aberdeenshire.gov.uk/</a> |