



May 2015

1. JOB IDENTITY

Post Title:	Modern Apprentice ICT Customer Support	Service:	Business Services
Section:	ICT	Grade:	Technical Operative B
Reports to:	Senior Support Analyst		

2. JOB PURPOSE

- Provide customer focused first and second level ICT support for ICT systems across the council, to include: desktop software and hardware; systems and applications software; server and client operating systems; data and voice communications; networking and ICT security, ensuring the delivery of all ICT Service Operations activities are in line with agreed service levels and local policies

This post participates in a rota to cover the business hours of 07:30 - 18:00 Monday-Thursday, 07:30-17:00 Friday

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

- Assist in resolving technical problems, keeping staff informed of the status of their request and escalate support requests where necessary
- Act as first point of contact for customer queries and prioritising all calls and job requests as per the service standards
- Assist in installing, configuring and upgrading personal computers, network components, mobile devices, peripheral equipment and associated software
- Support the ICT Team to research, develop and implement new applications and ensure consistency and compliance in respect of ICT security and acceptable use
- Maintain an up to date inventory of ICT equipment and software, updating location of existing equipment
- Assist in providing and testing of support to all remote workers, members and other council sites
- Provide support in the effective administration and operation of the Council's ICT systems

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement in 3 Scottish National 4 or 5, 3 Standard grades or equivalent transferable experience or skills
 - The appointee will be required to study for, gain the necessary practical experience and achieve the IT Professional SVQ Level 3 qualification
- Desirable:**
- National 4 or 5 or Standard grade in Computing

5. EXPERIENCE

- Desirable:**
- Self-motivated team player with a positive approach with experience of working in a team environment
 - Experience in the use of Microsoft XP, Windows 7 and Active Directory
 - Experience in using Microsoft Office packages to a proficient standard
 - Knowledge of Network Topology, Protocols and Server Technologies

6. KNOWLEDGE AND SKILLS

- Essential:**
- Customer-focussed with excellent organisational, interpersonal and communication skills
 - Analytical & problem solving skills
 - Confident and approachable
- Desirable:**
- Working knowledge of computer systems, software and networks
 - Familiarity of internet technologies
 - Ability to travel

7. ADDITIONAL REQUIREMENTS

Criminal Records Checks for Employment	Not applicable to this post
Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post
Work Smart	This position is designated as a ' Fixed ' post as detailed on the Worksmart website - http://worksmart.aberdeenshire.gov.uk/