



May 2015

1. JOB IDENTITY

Post Title:	Modern Apprentice ICT Customer Support	Service:	Business Services
Section:	ICT	Grade:	Technical Operative B Progressing to Technical Operative C (once acquired SVQ3)
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.

The appointee will be required to study for, gain the necessary practical experience and achieve the IT Professional SVQ Level 3 qualification. Upon achieving SVQ3, the postholder will progress to Tech Op C grade.

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 and skills
 - Ability 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

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/