

POSITION	IT Apprentice
HOURS PER WEEK	37 hours per week
LOCATION	Hybrid Role Working from home and at our East Lancs Business Centres (Burnley/Nelson)
RESPONSIBLE TO	Service Delivery Manager (ICT)
RESPONSIBLE FOR	None
MAIN CONTACTS	Council employees, 3 rd party suppliers, Liberata IT Support
JOB PURPOSE	Working to solve problems at first contact where possible, for all infrastructure, operational and corporate application services and systems. Providing second line support for all endpoint device issues.

MAIN DUTIES & RESPONSIBILITIES**Customer Management**

1. Be the first point of contact into ICT for all channels between the hours of 8:00 to 17:30, on a rotational basis, ensuring all contacts for service /action are logged & maintained accurately managing the customer's expectation of incident fix times in accordance with their agreed service level agreements.
2. To work towards achieving customer targets for IT performance, through remote desktop access in the first instance, visiting site as a last resort to fix. Liaising with all 3rd party contractors, Liberata Infrastructure and applications team, where appropriate.
3. Follow change control or problem management procedure as appropriate in accordance with ITIL practice and undertake any duties assigned from the Service Requests, Incident Management, and Change Control under the supervision of senior members of the team.
4. As first line support it is essential to build rapport with customers to enable the team to achieve excellent customer feedback.

Operational & Technical

5. Implement and monitor all operational duties, including back up / restores ensuring that any failures are investigated and referred to Senior Member of team where appropriate
6. Ensure all current and new devices have the recommended virus scanning software; that regular monitoring takes place and breaches are managed as per contractual agreements and policies.
7. Manage and maintain IT resources that may be required by 3rd parties.
8. To administer remote and mobile access for all council employees, members, Liberata and 3rd Parties.
9. To administer the VOIP and telephony infrastructure managed by Liberata.
10. To administer Active directory, Exchange Server, Microsoft Windows File and Print servers and other operational servers and devices, including Mobile Device Management
11. Troubleshoot and provide first line support for all endpoint hardware and software device issues, this includes desktop PC's, laptops, smartphones, tablets and printers.
12. Ensure all endpoint client devices are kept secure and up to date with the latest security software and patches and all application software is at the latest agreed version.
13. To assist the Service Desk team in providing Microsoft Windows and Microsoft Office first line support for all endpoint devices.
14. To assist in the successful delivery of phishing campaigns are prescribed.
15. To assist in the deployment of Microsoft products to end users

Records Maintenance

16. To maintain the service desk and IT asset register.
17. To document all systems and processes whether permanent or work arounds in the IT Knowledge Base.

Other

18. To attend training identified as necessary to undertake current and future job requirements
19. To conform to all IT policies and have full understanding of all Data Protection and Freedom of Information policies relating to stored data.
20. To undertake other duties and responsibilities as directed by the Senior Member of the team and the IT service manager and to undertake such other duties and responsibilities as are commensurate with the salary grading of the post.

SELECTION CRITERIA	ESSENTIAL OR DESIRABLE	ASSESSMENT METHOD
Qualifications		
1. Educated to GCSE Maths and English Grade 4 (C) or equivalent	Essential	Application Certificate
2. To have the ability and commitment to work towards achieving ITIL foundation	Essential	Application Certificate
Experience		
3. Administration of Microsoft Windows Server – Active directory, File and Print, Exchange Server – from a user perspective.	Desirable	Interview
4. Supporting Microsoft Windows, Microsoft Office and other desktop client applications and deployment	Desirable	Interview
5. Experience of dealing with customers and working with others	Desirable	Application Interview
Skills and Competencies		
6. Is able to research information, to make logical decisions and find solutions to problems	Essential	Application Interview
7. An awareness of customer needs and can keep the customer informed of progress.	Desirable	Application Interview
8. Keeping records up to date whilst identifying and resolving any issues.	Essential	Application Interview
9. Ability to understand and follow procedures.	Essential	Application Interview
10. Able to keep focussed, even when your activities and plans have to be changed at the last minute.	Essential	Application Interview
11. Completes work of a high standard with little errors.	Essential	Application Interview
Other		

12. Able to successfully meet deadlines.	Desirable	Interview
13. Willingness to work flexibly and outside normal office hours as necessary	Essential	Interview