

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	IT and Digital Support Apprentice
Job Evaluation ID:	2657CE
Grade:	4 £19,650 (SCP05) to £20,043 (SCP06)
Directorate:	Education and Corporate Services
Division:	Customer and Digital Services
Section:	Digital Services
Location:	Tredomen House
Responsible to:	Digital Service Manager

JOB PURPOSE

To develop a range of work related skills and competencies, gain a sound understanding of the service and wider organisation, and work as part of the Digital Services Team to support the effective operational delivery of the service.

To successfully complete a Level 3 Apprenticeship qualification through the Welsh Apprenticeship Framework.

Apprentices will work within one of the following disciplines:

Digital Support

- Provide technical support for the Council's information management systems.
- Provide on-site, telephone and remote support.

End User Support

- Assist in the provision, installation and configuration of end user computing.
- Provide first line technical support including diagnostics, problem solving and resolution.

Web Content and Design

- Assist officers with the development and maintenance of the corporate website.
- Engage with staff as part of the web content, online form and user experience design.
- Troubleshoot and resolve technical issues.
- Learn how analytics can inform service improvement and assist colleagues to produce data in the required format.

Cyber Security

- Assist officers to analyse and resolve information security incidents that affect the Council's IT systems.
- Provide day to day support on systems/processes.
- Act as point of contact for IT and cyber security issues, and provide effective advice relevant to your level of training and development.
-

RESPONSIBILITIES

Job Specific

Contribute to the day-to-day operation of the service, undertaking a range of tasks and duties (relevant to the level of development) as directed by the line manager.

Develop sound knowledge and understanding of all aspects of the work relevant to the role and the wider service area.

Complete specific tasks, as directed, in an efficient and timely manner.

Work effectively and cooperatively as part of the team.

Communicate effectively with colleagues, customers and clients.

Undertake a range of administrative tasks and activities.

Use technology and digital equipment to support day to day tasks and operations.

Use a range of software packages including (but not limited to) Microsoft Office 365 (Outlook, Word, Excel etc.).

Provide support to senior officers on work projects (relevant to the level of development).

Engage in all work related training and work effectively with the training provider to complete the qualification within agreed timeframes.

Organisational

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Ability to undertake a Level 3 qualification on the Credit and Qualifications Framework for Wales (CQFW).	
KNOWLEDGE	Knowledge of cloud services such as Microsoft Office 365 and Google Suite.	An understanding of Council services.
SKILLS	<p>Confident using IT and capable of operating different systems and software packages.</p> <p>Able to work as part of a team.</p> <p>Able to complete tasks in agreed timeframes.</p> <p>Good spoken and written communication skills.</p> <p>Able to follow a structured training programme.</p> <p>Committed and motivated to personal development.</p>	<p>Welsh language skills.</p> <p>Ability to think logically and find solutions to technical problems.</p>
EXPERIENCE	Experience with software applications, in particular Microsoft packages	Experience of assisting with routine maintenance and technical administration.
OTHER		Able to travel throughout the County Borough during the working day.

For Office Use:

Politically Restricted:	No
Disclosure and Barring Service Check:	Basic
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No
Job Description Completion / Review Date:	9/03/2022