



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: IT Support Services Apprentice Fixed Term Contract (16 months)	Grade: Apprentice Grade Year 1 – 80% of London Living Wage Year 2 – London Living Wage
Section: IT	Directorate: Chief Executives
Responsible to following manager: IT Service Desk Manager/Deskside Manager	Responsible for following staff: N/A
Post Number/s:	Last Review Date: July 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Please note: applications for this role are handled via our training partner QA.com to apply for this role please email your CV with a covering letter explaining why you would like to be considered for this role and an overview of how you meet the person specification (see below).



Job Purpose:

To work as part of a team to provide a central point of contact for staff and other stakeholders needing contact with IT. As a team provide a professional and competent IT support service, owning and resolving calls as appropriate, and managing calls where they need to be passed to colleagues in other areas of Corporate IT or the organisation.

Specific Duties and Responsibilities

During your apprenticeship you will work in the 3 different IT support teams –

IT Service Desk, Deskside Support Team and Second Line Technical Team.

You will undertake the Level 3 Information Communications Technician Apprenticeship with our training provider QA <https://www.qa.com/>

It is a requirement of all apprenticeships that if you do not possess a Grade 4 or above in Maths and English that you will be given time and support to undertake these qualifications via our training provider.

It is a requirement of all apprenticeships that you have been living in the UK (as your normal residency) for the past 3 years.

During or on completion of your qualification we would hope that you successfully apply for a permanent role within our department.

Specific Duties and Responsibilities (duties will be at a junior level, but will include):

1. Along with the rest of the team, make sure that the service is covered during agreed service hours.
2. Assist in the enhancement of customer relationships within the support services function and in building and maintaining a customer facing and communicative ethos within the team.
3. Receive, analyse and record any incidents or requests in line with established systems and procedures, ensuring that all customers are dealt with in a speedy, effective, efficient and courteous manner keeping them informed of progress.
4. Liaise with customers or other third parties to ensure an accurate record of a fault or request is obtained, and that this information is recorded within the relevant incident record on IT's service management software.



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5. Troubleshoot incidents, escalating any that cannot be resolved within laid down timescales.
6. Log and allocate IT related requests that should be passed onto other sections, and deal with those that need to be progressed at the Service Desk or Deskside Support.
7. Take ownership of all calls logged by you, or allocated to you, and ensure these are followed up and escalated in line with procedures and SLAs.
8. Be familiar with systems, processes and reports used within your section, and where necessary provide training and assistance on these.
9. Make sure all information relating to calls is complete and accurate, that notes relating to individual incidents or requests are kept up to date so that colleagues and the customer are kept fully informed.
10. Identify commonly reported incidents or reoccurring customer questions and document them as articles or "how to" guides for publication on the SSA intranet.
11. Provide quality, responsive and consistent resolutions to IT incidents and requests.
12. Progress assigned IT related requests for new hardware and/or software, or changes (such as equipment moves).
13. Adhere to corporate processes for both procurement and the disposal of redundant equipment, processing requests in a timely manner.
14. Build and/or configure hardware equipment as appropriate and in accordance with agreed corporate standards.
15. Install and configure software to meet customer requirements whilst adhering to corporate policy and security standards.
16. Ensure all hardware assets are appropriately labelled.
17. Maintain accurate records of work completed, and ensure that records are updated in accordance with both section procedures and working practices, eg. Asset Register and Software License information.
18. Maintain up to date build guides and other documentation.



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19. Ensure good communication at all levels and make sure that all information given to customers or other stakeholders is accurate and appropriate.
20. Carry out general administrative duties to assist in the provision of an effective and efficient service as required by your post.
21. Carry out any other duties, commensurate with the post, as determined from time to time by the IT Deskside Manager or IT Service Desk Manager.

Generic Duties and Responsibilities

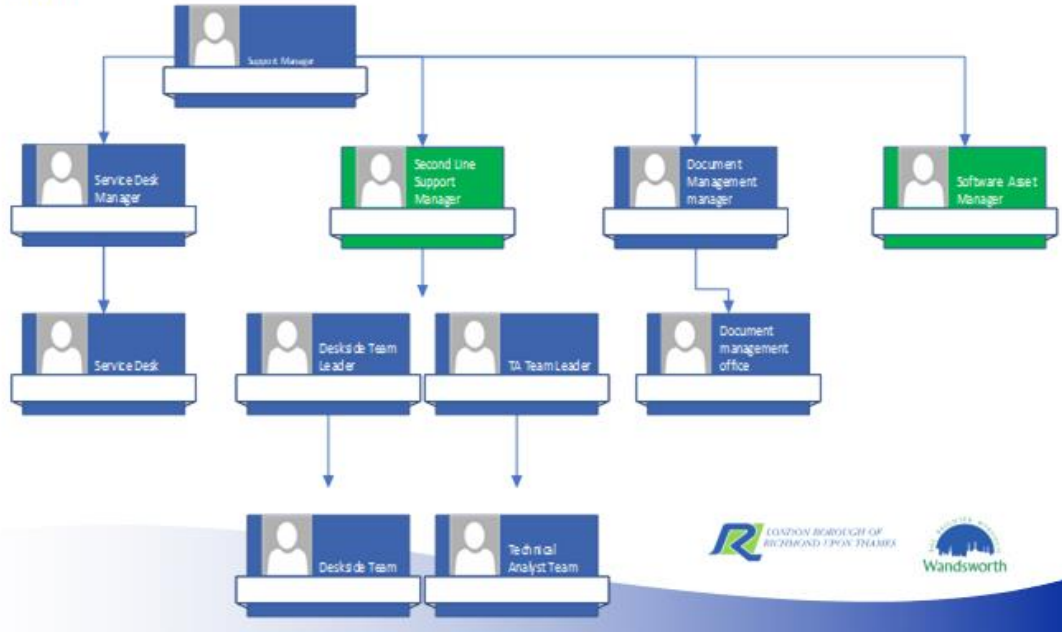
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

- With other members of the team the post-holder will be required to work flexible hours within a 36 hour week to ensure service cover from 8am-6pm Monday to Friday.
- It will be necessary for the post-holder to move and/or install equipment, and as such they will be expected to attend manual handling training, and adhere to Health and Safety good practices.

Team structure

Support Team Final





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Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
No specific knowledge is required for the role as it is taught on the job, but an interest and enthusiasm in	✓		A/I



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IT and customer support is essential			
Experience	Essential	Desirable	Assessed
Experience of using Windows devices		✓	A
Skills	Essential	Desirable	Assessed
Highly customer focused, articulate, excellent telephone manner and confidence in dealing with people at all levels and from diverse backgrounds.	✓		A/I
A pro-active approach to client support and an aptitude to work cooperatively with colleagues in different teams and across different sites.	✓		A/I
Ability to absorb complex technical information and communicate effectively at all levels to both technical and non-technical audiences.	✓		A/I
Articulate & methodical approach to problem solving.		✓	A
Excellent interpersonal skills, both verbal and written.	✓		A/I
Self motivation with commitment, drive and enthusiasm.		✓	A/I
A “can do” outlook with the ability to work on own initiative or as part of a team.		✓	A/I
Qualifications	Essential	Desirable	Assessed
GCSE Maths grade 4 or above (or equivalent)	✓		C
GCSE English grade 4 or above (or equivalent)	✓		C/I
GCSE IT		✓	C

A – Application form / CV

I – Interview

T – Test

C - Certificate

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.