**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** IT SupportDeskside Apprentice | **Grade**: Apprentice Grade |
| **Section:** RES – IT Support | **Directorate:** Resources |
| **Responsible to following manager:**Deskside Support Manager | **Responsible for following staff:**N/A |
| **Post Number/s:**RWR0155 / RWR0156 | **Last review date:** 02/04/2019 |

**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.

**Job Purpose**

**The purpose of this role is to provide PC Support and Delivery duties for our customer base. Building, delivering, and supporting IT services as well as helping with stock control and asset management for IT equipment.**

**Specific Duties and Responsibilities**

* Help provide a customer focused service for colleagues within the organisation
* Visiting with colleagues at their desk to help with IT issues and requests
* Communicating with colleagues over the phone to help provide IT solutions
* Using communication tools such as MS Outlook and Skype to keep colleagues updated
* Assist with all software and hardware installations and decommissions
* Assist with laptop & desktop builds and with refreshing older computers
* Learn how to administer active directory and SCCM changes and configurations
* Assist with the daily back-up management as required
* Assist with stock & asset management as required
* Assist with supporting, configuring & deploying iPads and mobile phones
* Learning to produce technical & user documentation
* Develop & maintain a positive working relationship with the managers & on-site staff
* Co-ordinate & update procedural & policy documents as required
* Complete all necessary paperwork for administration purposes

**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 as they apply to the role within the council.
* 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**

* Good communication skills with clear spoken English
* Knowledge of customer care, able to deal professionally with telephone callers
* Accurate I.T. skills & knowledge of MS Word, Excel & the Internet
* Able to work flexibly within a team; asking for & giving support as needed
* Able to understand & respect the importance of confidentiality, both within & outside the workplace
* Aware of Health & Safety & Equality & Diversity
* Able to understand the importance of being punctual & the impact absence has on the effectiveness of the team

**Team structure**

IT Support Manager

Service Desk

Manager

Technical

Analyst

Manager

Deskside

Manager

Document

Management

Manager

Deskside

Analyst

Deskside

Analyst

Deskside

Analyst

Deskside

Analyst

**Person Specification**

|  |  |
| --- | --- |
|  **Job Title:**IT SupportDeskside Apprentice | **Grade**: Apprentice Grade |
| **Section:** RES – IT Support | **Directorate:** Resources |
| **Responsible to:** Deskside Support Manager | **Responsible for:** N/A |
| **Post Number/s:**RWR0156 | **Last Review Date:** 14/03/2018 |

**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.

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| **Person Specification Requirements** | **Assessed by A &**  **I/ T/ C see below for explanation** |
| **Knowledge**  |
| Broad knowledge of IT topics/good all-round IT literacy | A/I |
| **Experience**  |
| Understanding of PC / peripheral configuration and maintenance (desktop/laptop/blackberry/printer etc.) | A/I |
| Experience of both working MS Office products 2010 onwards. | A/I |
| **Skills**  |
| 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/I |
| Excellent interpersonal skills, both verbal and written. | A/I |
| Self-motivation with commitment, drive and enthusiasm. | A/I |
| A general understanding of Safeguarding and its relevance to IT | I |
| A “can do” outlook with the ability to work on own initiative or as part of a team. | A/I |
| **Qualifications**  |
| GCSEs A-C in English and Maths | A/C |
| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**