



# Hart job description and person specification

## Job description

### **Job title**

IT Technical Apprentice

### **Department**

IT Services

### **Grade**

Grade A

### **Salary**

£23,656 - £24,027

### **Manager**

Senior IT Technical Officer

### **Job summary**

To provide general and routine IT support to employees within the Council. For example, basic IT diagnosis and fix, undertaking routine maintenance of resources and equipment, support of common software packages used in the Council and other general tasks as appropriate under the supervision/instruction of senior employees.

As an apprentice you will spend approximately one day per week working towards your qualification or taking part in training and development activities. You will need to complete the course of study and/or all learning and development requirements of the role to achieve the Information Communication Technician Apprenticeship Standard.

### **Main responsibilities and activities**

1. Learn to maintain an up-to-date and accurate database of Council hardware and software.

2. Learn and demonstrate the necessary skills and behaviours to securely operate across all platforms and areas of responsibility in line with Council guidance and legislation.
3. Learn to build and operate a range of mobile devices, including phones, laptops and iPads.
4. Learn to apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyse problems by selecting the appropriate digital tools and techniques in line with Council guidance and to obtain relevant support as required.
5. Develop an understanding of cyber threats, the tools and techniques used to monitor and secure an IT environment
6. Develop a working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment.
7. Learn the importance of disaster recovery and how a disaster recovery plan works and to support the IT Manager to maintain this.
8. Assist in the deployment of computer hardware and software around the Council.
9. Learn to repair and maintain equipment and prepare routine equipment for use, under the direction/instruction of others within strict timescales.
10. Make customers feel warm, welcome, wanted and cared for when they are interacting with you.
11. Promote the **HART values** by:
  - Being **helpful**
  - Being **approachable**
  - Being **responsive**
  - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately

### **Standard clauses**

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
  - In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

**(For Management Posts)** This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

**This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.**

## Person specification



### Job title

IT Technical Apprentice

### The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART values** by:

- Being **helpful**
- Being **approachable**
- Being **responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately

The following table sets out the essential and desirable attributes we are seeking for this role.

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
Education and qualifications	Five GCSEs	Limited technical knowledge. For example, understand the basic PC and software.	Application form and certificates
Experience and knowledge	Some experience of using PCs and common desktop application software.  Committed to providing high-quality customer service		Application form and interview
Skills and abilities	Able to use a word processing package and simple spreadsheets. For example, to maintain records of equipment and to log calls for IT support.		Application form and interview

	<p>Able to use e-mail and browse the web.</p> <p>Able to follow straightforward oral and written instructions.</p> <p>Able to maintain inventories of equipment and keep up-to-date and accurate records.</p> <p>Able to identify straightforward solutions to simple problems.</p> <p>Able to communicate straightforward verbal and written information in a clear and accurate manner. For example, pass on a message, complete a simple form etc.</p> <p>Able to lift and handle IT equipment as required, including assisting with receiving and storing deliveries of new equipment.</p> <p>Computer literate and proficient in Microsoft Office software</p>		
--	---	--	--

	<p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges, and problems to achieve an appropriate outcome</p>		
Personal qualities	<p>Able to work well in a team.</p> <p>Able to manage your own time.</p> <p>Able to build positive working relationships.</p> <p>Commitment to professional and personal development</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p>		Application form and interview
Other working requirements	<p>Able to demonstrate a commitment to equal opportunities.</p>		Application form

**Signatures:**

Post holder .....

Manager .....