

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Service Desk Apprentice	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	Enabling Services		
Service Area:	ICT		
Primary Location:	Shire Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	Service Desk Team Leader		
Responsible for:			

Role Purpose

To acquire the skills, knowledge and technical ability to provide 1st Line Support (including but not limited to desktop, laptops, smartphones and tablets) via the Service Desk Team for all ICT queries from corporate customers. to be able to apply for a ICT Level 3 streamlined job role within Warwickshire County Council (coporate and\or schools) or other appropriate areas of ICT

Role Responsibilities

1. The ability to independently interpret and analyse varied ICT issues or situations upon contact and to resolve or assign to a team/individual with the skill to investigate further through to resolution.
2. Receives and logs Incidents and Service Requests for support. Resolve where a first time fix is achievable and escalate to the relevant team where necessary or liaise with 3rd party suppliers or contractors where appropriate.
3. To assist in investigating and overcoming simple technical problems and increase knowledge, skills and technical ability to become a proficient 1st line support technician by the end of the apprenticeship.
4. Following agreed procedures and under supervision, receive and handle incident or requests for information and provide routine advice to users on systems, products and services which are available to them.

5. Following agreed procedures and under supervision, receive and handle requests for technical support, and provides information to enable problem resolution and promptly allocate unresolved calls as appropriate.
6. Under supervision assists users to make more effective use of desktop systems, products and services, making initial diagnosis of problems and advising of known solutions where applicable.
7. Carry out routine monitoring, logging and reporting tasks, taking defined action on simple problems.
8. To acquire the skills, knowledge and technical ability to be able to confidently configure software, applications, hardware such as laptops, desktops, smartphones, peripherals and tablets.
9. Report unforeseen or exceptional events to supervisor. Carry out and observe all associated administrative and clerical procedures.
10. Any other general administrative duties as directed by supervisor.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

A minimum of 5 A* - C Grade GCSEs or equivalent including English and Maths	A, D
Good oral communication skills	I
An analytical approach to problem solving	A, I
Smart and professional appearance	I
Basic knowledge of IT	A, I
At least a basic knowledge of Microsoft Office package	A, I
Good listening and note taking skills	I

Desirable Criteria

Assessed By:

Any A-Levels or Level 3 equivalents are desirable but not essential	A, D

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults

<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input checked="" type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	