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:	End User 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:	End User Team Lead		
Responsible for:			

Role Purpose

To acquire the skills, knowledge and technical ability to provide 2nd\3rd Line Support (including but not limited to desktop, laptops, smartphones and tablets) via the End User Team for all ICT queries from corporate customers. At the end of the apprentership, the apprentice will have the the skills and experience to be able to apply for any 1st\2nd line support role in ICT with any public or private corporate environment.

Role Responsibilities

1.   To receive calls via ICT Service Desk, Self Service Portal or via staff who walk-in to the ICT Service Desk area and log incidents or requests for appropriate support teams via Warwickshire County Council's preferred ITSM systems.

2.   To assist in investigating and overcoming simple techincal problems and increase knowledge, skills and technical ability to become a proficent End User Analyst by the end of the apprenticeship.

3.   Take ownership of incident and requests from Warwickshire Count Council ITSM systems and:

a.   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

b.   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.

c.   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.

d.   Carry out routine monitoring, logging and reporting tasks, taking defined action on issues.

4.   To escalate 3rd line issues where necessary via Warwickshire Count Council ITSM systems or liaise with 3rd partie suppliers and contractors on behal of customers.

5.   To acquire the skills, knowledge and technical ability to be able to confidently configure software, applications, hardware such as laptops, desktops, smartphones, pheripherals and tablets.

6.   Report unforeseen or exceptional events to supervisor. Carry out and observe all associated administrative and clerical procedures.

7.   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 / 9 - 4 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.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☒ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☒ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to	☐ Regular work with respiratory irritants/ allergens

noise above action levels)	(exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	