

Apprentice ICT Service Technician

Job Ref: 19202

We are looking for motivated, enthusiastic people to join us on an apprenticeship programme. If you're looking for the opportunity to begin your journey to an exciting and rewarding career in the ICT industry, gaining on the job work experience whilst studying for a Level 3 Infrastructure Technician qualification, come and work for us at Xentrall Shared Services.

Hours of Work
Contract Duration
Location of Work
Salary / Wage

37 hours per week
Fixed Term – 15 months
Darlington Town Hall

Age	Hourly Rate	Full Time Annual Salary
Under 18	£4.35	£8,392
18 -20	£6.15	£11,865
21 - 24	£7.70	£14,855
25 and over	£8.21	£15,839

About Us:

Xentrall is a ground breaking public sector partnership between Stockton-on-Tees Borough Council and Darlington Borough Council. It was set up to deliver key back office transactional services. Stockton and Darlington Councils are neighbouring unitary authorities which have a culture of innovation and service improvement. Xentrall works jointly with both Councils supporting them in the delivery of their services.

The services currently being delivered by the partnership are ICT, Design and Print, Transactional HR and Transactional Finance. The partnership was set up to deliver savings but there has also been investment in the partnership providing additional capacity to support each Council in the transformation of their services. Xentrall also supplies services to other organisations, including Academy Schools.

At SBC and Xentrall Shared Services we truly value our Apprentices. We recognise that Apprenticeships help us identify new talent, build new skills in our workforce and increase diversity in the workplace. Apprenticeship help us to develop our future skills, to enable us to deliver our ambitious plans whilst also assisting in shaping the apprentice's future.

Job Description:

We all need technology in some form to do our jobs, with digitalisation happening across all services. As an ICT Service Technician you will provide support to employees in both Stockton and Darlington Borough Councils, helping them to be effective when using technology in their own jobs and rectifying issues to maintain the organisations productivity. Based in Darlington Town Hall you will work as part of a team to deliver these services. This apprenticeship will provide you with a great entry level position to launch your career in ICT. Assisting in the provision of effective, efficient and customer-focussed ICT services for all Xentrall Shared Services ICT customers, you'll be working in our energised, dynamic and focused ICT Team who are passionate about ensuring that we build quality and efficiency into all our work from the earliest stage. You will gain experience of maintaining and managing ICT equipment, installing and configuring hardware, resolving faults and upgrading or replacing equipment. This will also help you develop your understanding of Windows operating systems and desktop hardware.

Essential Requirements:

All candidates are required to meet the essential requirements set out below. Please address in your application how you meet the following:

- Minimum of 3 GCSE (Grades 4-9) or equivalent to include English, Mathematics and a Science or Technology subject
- Excellent IT Skills – Microsoft Office (Word & Excel)
- A good understanding of Windows operating systems and desktop hardware
- Experience working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative
- Excellent communication and interpersonal skills
- Able to understand and apply regulations and written instructions
- Logical and methodical mind-set with good attention to detail
- Ability to deliver excellent customer service
- Demonstrates the behaviours which underpin the Council's Culture Statement

You must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject

Functional Skills in ICT are NOT essential, but maybe required prior to completion of the apprenticeship.

Appointment will be subject to the following pre-employment checks:

- Medical Check
- Satisfactory reference

Apprenticeship Qualification

You will be given appropriate paid time off work to attend College and work towards completion of your apprenticeship qualification.

Qualification: Infrastructure Technician– Level 3

<https://www.instituteforapprenticeships.org/apprenticeship-standards/infrastructure-technician/>

Training Provider: QA Apprenticeships

Future Prospects:

Upon successful completion of the apprenticeship, there may be the opportunity to undertake a higher level apprenticeship qualification and the potential to secure a permanent position within the Council for the right candidate to grow within the organisation.

How to Apply:

Please complete our Apprenticeship application form, and submit this to apprenticeships@stockton.gov.uk no later than the closing date of **Sunday 16th June 2019**.

Please ensure you refer to the essential requirements outlined in the advert, Job Description and Person Specification when completing the personal statement on your application, as this information will be used to shortlist candidates for the next stage of selection

JOB DESCRIPTION

Directorate:

Xentrall Shared Services

Service Area:

ICT Services

JOB TITLE: Apprentices ICT Service Technician

POST REFERENCE: 19202

GRADE: Apprentice Rate of pay - Minimum Wage for Age

REPORTING TO: Various

1.

JOB SUMMARY:

To assist in the provision of effective, efficient and customer-focussed ICT services for all Xentrall Shared Services ICT customers.

2.

MAIN RESPONSIBILITIES AND REQUIREMENTS

1.

Working as part of a team of ICT professionals and under the guidance of senior team members, contributing to the effective and efficient delivery of all ICT hardware, software and associated services, from installation through to disposal. Duties will include some or all of the following tasks:

- Resolving queries
- Problem solving
- Providing technical assistance
- Maintaining ICT equipment
- Installing and configuring hardware
- Resolving faults
- Upgrading or replacement of equipment as needed

2.

Assisting in providing advice and guidance to customers on all end user ICT matters, including testing procedures and any training requirements which may result from upgrades or new systems.

3.

Helping to ensure that all redundant equipment is identified and disposed of in an appropriate manner in-line with the disposal policy.

4.

Developing and maintaining a good level of technical awareness.

5.

Developing an understanding of and adhering to the appropriate ICT policies, strategies and standards that reflect best practice, including ITIL and PRINCE2.

6.

Complying with the all agreed standards in the timely and effective use of the ICT Service Desk system to aid the smooth management of incidents and problems across the ICT service for the benefit of its customers.

7.

Complying with security, change control and audit trails procedures for systems, software, licensing, integration and interfaces in accordance with information security policies and guidelines, including updating the CMDB with asset lifecycle information.

8.

Helping to support and maintain effective liaison across ICT Services ensuring that a customer focused approach is embedded in all activities.

10.

Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such.

11.

Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities.

	12.	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.	
3. GENERAL <p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> <p>Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p>Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.</p> <p>Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development.</p> <p>Customer Services – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.</p> <p>Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.</p> <p>Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p>Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>			
		Name:	Signature:
		Date	
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

PERSON SPECIFICATION

Job Title/Grade	ICT Apprentice Support Analyst	Apprentice Rate of pay - Minimum Wage for Age
Directorate / Service Area	Xentrall Shared Services	ICT Services
Post Ref:	19202	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> 3 GCSE (Grades 4-9) or equivalent to include English Language Mathematics and a Science or technology subject. <p>Please note: You must not hold an existing qualification at the same or higher level (Level 3 or above) as this apprenticeship in a similar subject (ICT).</p>	<ul style="list-style-type: none"> 5 GCSE (Grades 4-9) or equivalent to include English Language Mathematics and a Science or technology subject. 	Application/Certificates
Experience	<ul style="list-style-type: none"> Experience working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative 		Application/ Interview/References
Knowledge & Skills	<ul style="list-style-type: none"> Excellent IT Skills – Microsoft Office (Word & Excel) Good understanding of Windows operating systems and desktop hardware Excellent communication and interpersonal skills – both oral and written Good attention to detail Good numeracy and accuracy skills Ability to understand and apply regulations and written instructions Be articulate and able to converse confidently in a pleasant and professional manner 	<ul style="list-style-type: none"> Awareness of ICT security Awareness of ICT trends 	Application/ Interview/References

	<ul style="list-style-type: none"> ▪ Ability to work in an organised and methodical way to analyse and solve problems 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> ▪ Demonstrate the Council's Behaviours which underpin the Culture Statement. ▪ Committed to own personal development. ▪ High personal standards of self-discipline ▪ Highly motivated, and not easily discouraged ▪ Flexible approach to work 		Application/ Interview
Other requirements	<ul style="list-style-type: none"> • Strong interest in IT and keen to develop and learn professional ICT skills • Smart appearance 		Interview/References

Person Specification: May 2019