



Job Title:	ICT Service Desk Apprentice
Service Area:	Environmental Services and Port Health
Team:	Port Health -> ICT
Salary:	Apprentice Rate

Job Description

General






Suffolk Coastal Port Health Authority (SCPHA) has a small dedicated ICT team providing all ICT services and support to SCPHA staff and operations based in the Port of Felixstowe as well as supporting external users of SCPHA's applications.

Main Purpose of Job:

The ICT Service Desk Apprentice is an important part of the ICT team. SCPHA is increasingly dependent on its ICT systems working properly and efficiently. A proactive and planned approach is essential to ensure the ICT infrastructure enables SCPHA to work to optimum effect. It is essential that SCPHA is at the forefront of efficient and effective systems which contribute to the Council's values.

The ICT Service Desk Apprentice will help provide a central point of contact for all users and the delivery of technical support, advice and good customer service via telephone, email and face to face.

Our Values

	TEAMWORKING – Working effectively with other team/ partners / Customers to deliver services.
	PROFESSIONAL - Contributing to the development of the organisation by understanding, influencing and communicating the corporate priorities.
	EQUALITY - Ensuring everyone has the right capability and the freedom to apply and develop their knowledge and skills.
	TRUST - Continuously striving to build better relationships.
	RESPECT - Providing quality services to our customers that respond to different cultural, environmental and social needs.



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Key Responsibilities:

1. Provide first line technical support for all ICT desktop technologies via various channels (eg telephone, walk-in, face-to-face, teleconference) which includes telephony, printing solutions including hardware, user devices and desktop applications, using remote management tools where appropriate so that incidents are resolved within agreed service level standards.
2. Ensure all incidents and service requests are accurately recorded and actioned, maintaining contact with users throughout process. Maintain service desk records, asset registers and knowledge base, ensuring all data is accurate and up to date.
3. To support the analysis & production of routine & ad-hoc performance reports, customer surveys and identification of service improvement areas.
4. Carry out routine system administration tasks (e.g. network accounts, backup monitoring, system health) and other works as directed to support delivery of operational services, changes and projects. Assist with distribution and installation of standard computer equipment. Ensure compliance with all necessary procedures so that the security, confidentiality and availability of data and systems are maintained.
5. Undertake any other duties commensurate with the role and in line with the requirement of this post.
6. To promote and adhere to the workplace values of our organisation.

Line Manager: ICT Team Leader – Port Health

Political Restriction:

This post is not politically restricted.

Note: This is a description of the job as it is constituted at April 2020 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council's aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.



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Person Specification

	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> • Good level of literacy and numeracy. 	<ul style="list-style-type: none"> • Experience of installing and maintaining PC hardware and software. • Experience of Microsoft operating systems and Office packages.
Skills and Abilities:	<ul style="list-style-type: none"> • Excellent & effective communication skills. • Use of standard ICT desktop computing, mobile devices and office productivity tools. • Accuracy and attention to detail. • Ability to cope with constant interruptions and remain calm when dealing with potentially emotional, difficult or distressed people. • Ability to problem solve and diagnose, making decisions on escalation to 2nd line support. • Be well motivated and reliable. 	<ul style="list-style-type: none"> • Strong interest in use of new technology and its application.
Education and Training	<ul style="list-style-type: none"> • 4 GCSEs at grade C and above or Grade 4 - 9 including English and Maths. • Computer literate. 	<ul style="list-style-type: none"> • Qualification in computing related area.
Other Requirements	<ul style="list-style-type: none"> • A commitment to own development and to supporting training and development initiatives. • An ability to relate effectively with other officials, external agencies, elected members and the public. 	<ul style="list-style-type: none"> • Able to work across our office locations on occasion.



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	<ul style="list-style-type: none"> • Must be able to work flexibly to cover ICT support hours. • Must be mobile to attend business meetings at other sites / locations within the district on an occasional basis. 	
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