

## **Job Description**

<b>DIRECTORATE:</b>	Chief Executive
<b>DEPARTMENT:</b>	Finance, Performance & Change / Partnership Services / ICT
<b>POST:</b>	IT Apprentice Systems
<b>GRADE OF POST:</b>	GR03
<b>RESPONSIBLE TO:</b>	System Analyst

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### **JOB PURPOSE:**

To provide high quality support to the team and contributing to efficient and effective service delivery. To gain knowledge and experience of the work of the team, whilst developing competencies through on the job training and college attendance.

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### **PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:**

- To complete work units and tasks as delegated by System Analyst.
- To progress and fix Service Desk calls from other service delivery staff and/or users, prioritising requests in accordance with agreed criteria.
- To follow agreed procedures, investigate issues and other requests for support and determine appropriate actions to take.
- To monitor progress of requests for support, to ensure users and other interested parties are kept informed.
- Dealing with and attempting to resolve basic frontline issues, with regards corporate or directorate based application systems.
- Focused around the support and delivery of the Council's iTrent System.

### **GENERAL DUTIES**

#### **Health and Safety**

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

#### **Equal Opportunities**

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

### **Safeguarding**

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

### **Review and Right to Vary**

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

## Person Specification

### IT Apprentice Systems

The following attributes represent the range of skills, abilities and experiences etc relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (√).

Attributes	Requirements	Essential	Method of Evaluation / Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• GCSE English and Mathematics A*-C grade or equivalent</li> <li>• 2 A Levels or equivalent, at least one with Grade "C" or above.</li> </ul>	<p style="text-align: center;">Yes</p> <p style="text-align: center;">Yes</p>	<p>Production of original Qualification Certificates and application form.</p>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Basic understanding of SQL queries and relational database structures.</li> <li>• Experience of using Microsoft Office products or equivalent</li> <li>• Proficient user of technology</li> <li>• Understanding of the importance of customer care</li> <li>• Understanding of business process improvement techniques.</li> </ul>	<p style="text-align: center;">Yes</p> <p style="text-align: center;">Yes</p>	<p>Interview, application form and selection process.</p>
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Committed to own personal development</li> <li>• Excellent computer literacy skills</li> <li>• Proactive and ability to meet deadlines</li> <li>• Ability to work both in a team and sometimes alone</li> <li>• Ability to work logically and methodically, often to set deadlines</li> <li>• Good attention to detail and the ability to deliver what is required, when it is required</li> <li>• Ability to work to changing priorities</li> </ul>	<p style="text-align: center;">Yes</p>	<p>Interview, application form, and selection process.</p>

Attributes	Requirements	Essential	Method of Evaluation / Testing
	<ul style="list-style-type: none"> <li>• Ability to maintain composure and personal effectiveness in all situations</li> <li>• Good time management and dependable</li> <li>• Effective communicator possessing good inter-personal skills</li> <li>• Ability to analyse problems quickly and effectively</li> <li>• Drive and motivation</li> <li>• The ability to communicate through the medium of Welsh.</li> </ul>	<p style="text-align: center;">Yes</p>	