# wcbc blackWREXHAM COUNTY BOROUGH COUNCIL

**Apprenticeship Scheme**

**Department/Section**: Finance & ICT– ICT End User Services Team

**Post Title:** ICT Support Assistant (Apprentice)

**Department introduction and general information:**

This post is based within the ICT Service which are based at the Old Library, Queens Square, Wrexham and is part of the Finance & ICT department. The post holder will be expected to provide support for end users at other sites within the County Borough.

The team provide first line ICT support to 2,500 staff across the organisation, this includes desk-side support of desktops, mobile telephony, printing etc.

This is a very customer focused role with a great deal of interaction with end users. Therefore, whilst good foundation ICT skills are important the key skills we are looking for are an enthusiasm to learn, adaptability and excellent communication skills.

This is a great opportunity to gain hands on experience of ICT support in a large organisation, whilst also completing a BTEC level 2 & 3 Diploma in Professional Competence for IT & Telecoms Professionals.

**Responsible to:** ICT End User Services Manager

**Hours of Duty:** 37 Hours (on the usual WCBC flexible working scheme after a probationary period)

**Pay:** Apprentice Grade

**List of Tasks to be undertaken:**

* To learn how to set-up and maintain desktop/Mobile hardware, software and devices.
* To learn how to investigate and resolve equipment and software errors.
* To provide accurate asset information and ensure the secure holding of ICT equipment and software.
* To learn how to provide desktop services in accordance with agreed quality standards.
* To provide first line support to end users on the ICT Service Desk as and when required.
* To learn about the procurement process in relation to ICT services.
* To carry out other admin tasks and reception duties within ICT as and when required.
* To assist and work under the guidance of qualified ICT staff
* To deal with all customer contact effectively, and courteously, in line with the Authority’s policies and procedures
* To study towards and complete the BTEC level 2 & 3 Diploma in Professional Competence for IT & Telecoms Professionals.

**Skills and competencies required:**

* Effective communication. Must be friendly, polite, approachable and helpful to colleagues, managers and visitors.
* Ability to plan and organise daily work routines, with guidance.
* Adaptable and able to deal with changing priorities, willing to take on new work.
* Understand verbal and written instructions.
* Good IT skills and an enthusiasm to learn
* Experience of using Desktop Software packages such as Microsoft Office.
* As the post holder will be expected to provide desk-side user support, although not essential, it would be preferable for the postholder to have the ability to drive or be working towards this.
* Qualified to a minimum of 5 GCSE’s including Mathematics & English

**Equality**

* Knowledge of and commitment to Equality and Diversity
* Understanding of the importance of Welsh Language and Culture