

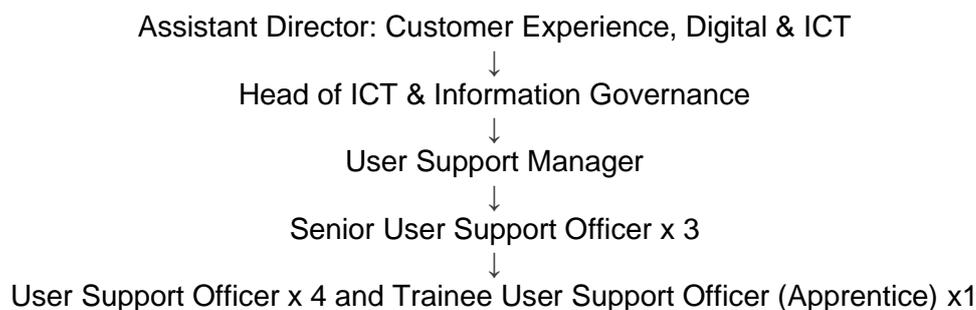
JOB DESCRIPTION

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| Job Title: | Trainee User Support Officer (Apprentice) | | |
| Directorate: | Communities | Salary: | £23,656 - £24,027 plus LWA £706 |
| Section: | ICT Services | Grade: | BG-K SCP2-3 |
| Location: | Time Square | Work Style: | Flexible |

Key Objectives of the role

- Provide 1st line technical support at first point of contact for over 4000+ staff, suppliers, Councillors and schools.
- Advising, guiding, and ensuring rapid restoration of IT services to its users
- Work with teams in ICT Services to undertake analysis, diagnosis and resolution of incidents and service requests logged with the Service Desk.

Designation of post and position within departmental structure



Daily and monthly responsibilities

INCIDENT/SERVICE REQUEST MANAGEMENT

- To resolve user requests in a timely manner to ensure achievement of the ICT service level agreement while customer-focused metrics remain at a high level of satisfaction.
- To record, prioritise and track incidents and service requests at first point of contact. Making an initial assessment of the requests, to troubleshoot and diagnose problems with the aim to resolve a high percentage of calls at first point of contact; or working the ticket through to resolution with the next key support officer / team to investigate further.
- To keep the customer fully updated as to the status of the call. To communicate with users in a professional, empathetic manner, with the ability to reason and effectively

troubleshoot or resolve their problem / request with the understanding of the business needs and the sensitivity of some workloads.

- To take ownership of technical problems, where required, and proactively work with other support teams to resolve these problems, ensuring that the solution meets business requirements.
- Follow Service Desk procedures and processes, for a wide variety of ICT service requests, whilst looking to improve current procedures as more knowledge is gained. Advise where support documentation to assist staff is required.
- To ensure sensitive data is not added to the Service Desk system and educate users about the importance of keeping sensitive data safe and within the correct systems.
- To communicate all user emails about system outages, updates and new application releases where required.
- To track and report all information ICT related Security Incidents / Major incidents to the User Support Manager and Cyber Security Analyst.

TECHNICAL

- To provide first line technical support, troubleshooting desktop, server, system, and network issues.
- To keep the Knowledge Base updated with the latest updates to solutions, create articles based on new problems logged with the Service Desk and learn new technical solutions created by other resolving teams to fix calls at first point of contact.
- To complete administration for all existing desktop systems and applications in use by the council, including visits to remote sites.
- To install software and applications, as required, ensuring that all supporting documentation is stored in the knowledge base.
- To maintain a good working technical knowledge and understanding of systems, services, hardware, mobiles, and peripherals provided by the section.
- To maintain the asset database and update by assisting in procurement of ICT hardware.

WORKING ENVIRONMENT

- To ensure core support hours (08:00-17:30) are covered on a rota basis.
- To provide out of hour's ad hoc technical support with reasonable notice.

SERVICE IMPROVEMENT

- To provide the User Support Manager with management information and recommendations for service improvement.
- Promote automation where possible to work towards ICT Strategy and reducing manual overheads.

ADDITIONAL RESPONSIBILITIES

- To assist in performing additional administration tasks where required.
- To undertake any departmental duties such as office moves or manual audits.
- To assist in additional project work, where required.

RESOURCES RESPONSIBILITIES

- To ensure that all ICT standards, policies, procedures, and internal support processes are followed, as well as BFC standards and procedures, including health and safety regulations and departmental security policies.
- This job description will be supplemented by annual key tasks which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves its right to amend or add to the duties listed without changing their general character or the level of responsibility.

Apprenticeship - Information Communications Technician Level 3

Undertake the Information Communications Technician Level 3 apprenticeship. Learning will be a combination of online classroom-based sessions, one to one support with a workplace coach and on the job learning and will last for 15 months. At the end of the programme, you will complete an end point assessment and when this is successfully completed you will gain your Information Communications Technician Level 3 qualification.

Working in partnership with the Council and the training provider you will learn and demonstrate the skills and behaviours required to successfully meet the apprenticeship standard.

Collect a folder of evidence to demonstrate your knowledge and skills over the period of your apprenticeship.

Whilst studying for your apprenticeship you will be supported by a workplace coach and at the end of your apprenticeship, we will work with you to see if we can identify and secure a permanent position for you in Bracknell Forest council.

Scope of role

The role is responsible for the first line technical support of all ICT across the Council. The number of systems, hardware and applications in use, their diversity, and the business-critical nature of the operation of many of them, makes this role extremely important to the operation of the Council.

Loss of or disruption of end-user devices and solutions could severely impact the ability of the Council to perform a range of critical services. Failure in any service area quickly costs the Council considerable sums of money and puts citizens, and especially vulnerable adults and children at risk.

This role supports a customer base of 4000+ now including some members of the public and schools.

This role also provides end user installation function in relation to the IT environment and will be trained or working towards certification in IT technologies.

The team is critical to supporting the delivery of the ICT and Digital Strategy.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

| KEY CRITERIA | ESSENTIAL | DESIRABLE |
|---|--|---|
| Skills and qualifications | <p>Minimum 5 GCSE qualifications including English and Mathematics Grade C/4 or equivalent</p> <p>Proven interest in developing appropriate technical experience.</p> | <p>College BTEC IT based qualification</p> <p>CompTIA or equivalent</p> |
| Competence Summary (Knowledge, abilities, skills, experience) | <p>ICT: Experience using Windows 11 operating systems and the willing to learn maintenance and troubleshooting of relevant systems.</p> <p>Experience of working with Microsoft 365 products, e.g., Outlook, Teams, One Drive and SharePoint.</p> <p>A good understanding of IT principles.</p> <p>Good general ICT skills including the use of Microsoft Word, PowerPoint, Visio and Excel (inc ability to work with tables in word, produce high quality presentations</p> <p>Creativity and innovation: Open to new ways of working</p> <p>Ability to gather and assimilate information, coupled with good problem-solving skills.</p> <p>Ability to develop good relationships and co-operation within the team and with other colleagues across the directorate and organisation.</p> <p>Time Management Skills: Good time management skills to enable completion of tasks within set timescales</p> <p>Ability to organise and plan own workload ensuring prioritisation that supports the planned and emerging business needs.</p> | <p>Maintenance/troubleshooting of Windows 11</p> <p>Experience of working with Microsoft admin tools including Active Directory, Exchange, 365 admin portal.</p> <p>Understanding of network principles</p> <p>AI technologies such as Microsoft Co-pilot</p> <p>Experience of automation products and supporting them.</p> <p>Decision Making: Ability to effectively develop value-based options appraisals and sound recommendations based on this. Ability to clearly summarise information and produce reports for senior managers, to enable decision making on aspects of change and improvement.</p> |

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| Work-related Personal Requirements | To be able to lift and carry boxes as appropriate as part of inventory checks and troubleshooting of equipment. |
| Other Work Requirements | <p>Adaptable, flexible approach towards work.</p> <p>Ability to consistently project an image of professionalism.</p> <p>Tactful and diplomatic.</p> <p>Able to work out of hours occasionally.</p> <p>Be able to take part of a rota for start and finish times.</p> |
| Role models and demonstrates the Council's values and behaviours | <p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p> |

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

