

## Job description and employee specification template

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| <b>Job title:</b>            | ICT Trainee Technician  | <b>Location:</b>      | Cirencester |
| <b>Reports to:</b>           | ICT Resources Manager   | <b>Working hours:</b> | 37 per week |
| <b>Job number:</b>           | TBC   | <b>Salary range:</b>  | £16,680     |
| <b>Supervises:</b>           | Not applicable  |                       |             |
| <b>Purpose:</b>              | To provide ICT support as part of Business Support Services that is responsible for providing ICT services and support to 7 public sector organisations which includes West Oxfordshire District Council, Cotswold District Council, Forest of Dean District Council and Cheltenham Borough Council.  |                       |             |
| <b>Key responsibilities:</b> | <ul style="list-style-type: none"> <li>• 1st line support of Desktop Hardware</li> <li>• 1st line support of Network Printers</li> <li>• 1st line support of Microsoft Office Suite Software</li> <li>• 1st line support of Windows Desktop Operating Systems</li> <li>• 1st line support of Telecoms issues (Fixed, Mobile etc)</li> <li>• Installation and Deployment of new Desktop Hardware</li> <li>• Installation of new Printers</li> <li>• Assisting with the installation of new Network Hardware.</li> <li>• Assisting with the installation of new Server Hardware</li> <li>• Ensure that any identified personal training needs are discussed with the immediate supervisor.</li> <li>• In accordance with the provisions of the Health and Safety at Work etc Act 1974 take reasonable care for the health and safety of yourself and of other people who may be affected by your acts or omissions at work; and co-operate with the Council so far as is necessary to enable the Council to perform or comply with its duties under any statutory health and safety provisions.</li> </ul> <p><b>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</b></p> <p><b>General Accountabilities</b></p> <ul style="list-style-type: none"> <li>• Working to add value to, and be a valued member of the team, and to be valued by customers</li> <li>• The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> </ul> |                       |             |

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|  | <ul style="list-style-type: none"> <li>• Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information;</li> </ul>  |
| <b>Essential requirements, qualifications, skills and abilities:</b> | <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Educated to A level standard in IT or related subject or equivalent experience</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in an office environment / similar or related role</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Good working knowledge of PC and Printer Hardware.</li> <li>• Exposure to Microsoft Windows (any version)</li> <li>• Exposure to Microsoft Office</li> <li>• Good level of IT skills - MS Office</li> <li>• Communicates effectively at all levels (excellent verbal and written skills)</li> <li>• Achieves results through others</li> <li>• Is customer focussed, responsive, and co-operative with customers</li> <li>• Is proactive and self-motivated</li> <li>• Prioritises and meets tight deadlines</li> <li>• Is flexible</li> <li>• Works together with employees, colleagues and customers to resolve problems and implement change initiatives</li> <li>• Ability to maintain confidentiality in accordance with Data Protection</li> </ul> |
| <b>Desirable requirements qualifications, skills and abilities:</b>  | <ul style="list-style-type: none"> <li>• Any IT based qualification</li> <li>• Exposure to network technologies</li> <li>• Exposure to deploying PCs using automated installs or cloning technologies</li> </ul>  |
| <b>Special conditions:</b>   | <ul style="list-style-type: none"> <li>• There may be a requirement to work at other Publica Group Limited and/or client locations to meet the needs of the business.</li> <li>• Expected to work reasonable additional hours in line with the needs of the service.</li> </ul>   |
| <b>Date of Issue:</b>  | 11 <sup>th</sup> October 2018   |
| <b>Date reviewed:</b>  | 11 <sup>th</sup> October 2018   |
| <b>Reviewed by</b>   | <b>Name: Michelle Martin</b> <b>Job title: ICT Resources Manager</b>  |