

CORPORATE SERVICES DIRECTORATE

ICT Technician Modern Apprentice

(Band A, full-time (37.5 hours), fixed term for 2 years)

Purpose

To be part of a proactive ICT team responsible for delivering a high quality, customer-focused, professional service, supporting all staff on a day to day basis in implementing their ICT requirements and supporting operation of a robust, effective and efficient organisational ICT system. In addition, study towards gaining an SVQ level 5/6 qualification in ICT, which may include one day/week (term time) at UHI studying enhancement subjects.

Responsibilities

- To help administer the ICT helpdesk system by phone, e-mail and face to face
- Participate in all daily ICT Service Desk delivery functions to users, within agreed procedures
- Follow defined processes to assist in managing and maintaining configurations and changes to ICT equipment, designed to support service provision.
- Assist in taking delivery, inspecting, preparing, installing, maintaining, and upgrading ICT hardware, software and consumables, approving delivery notes against orders and supporting sign off of invoices by managers.
- Assist in auditing software (including licenses), hardware, ICT usage, and ICT infrastructure; maintaining accurate records in terms of identification and configuration of hardware and infrastructure, and hardware asset registers.
- Assist with producing self-help user guides for common ICT queries.
- Carry out maintenance tasks as required.
- Deal with support requests, analyse and determine appropriate responses to requests, and escalate where appropriate. Where required, work with staff to consider their business needs and research ICT options which may solve their requirements to reach agreement on the most effective and economic solutions.
- Assist with undertaking visits to staff and all CNPA sites (Grantown, Ballater and Tomintoul), and also Board members to assist in implementing ICT change or resolving ICT issues.
- To keep abreast of ongoing ICT developments and how they might apply within the CNPA.
- Demonstrate an awareness of specific health and safety issues relating to ICT, and implement relevant precautions and routines.

General

- Contribute to the work of the Corporate Services Directorate and CNPA as a whole and ensuring compliance with financial procedures;

- To work flexibly and efficiently to maintain the highest professional standards and to abide by the Authority's policies and procedures relating to Quality Assurance, Health and Safety, and Equal Opportunities
- Contribute to the delivery of the National Park Partnership Plan;
- To conduct other work, as necessary; and
- All post holders are required to be flexible with regards their job description so that the organisation can adapt to new opportunities and priorities over time.

Person Specification - Knowledge, experience and training

ESSENTIAL

- National 5 qualification in at least four subjects, including English and Maths (your application may still be considered if you do not yet have the four National 5 qualifications, but you are currently sitting and/or awaiting results of your National 5 exams).
- A knowledge of using and configuring PCs and mobile devices.
- An active interest in ICT and technology with a willingness to learn.
- Excellent organisational skills, or the ability to learn them.
- Ability to analyse and problem solve, identifying practical solutions.
- Ability to communicate effectively
- Ability to work on own initiative with a positive attitude to work

DESIRABLE

- A basic understanding of ICT infrastructure, such as a Local Area Network.
- Competent in the use of MS Office products, such as Word and Excel
- A qualification in an ICT related subject at National 5 level.

March 2018