

CORPORATE SERVICES DIRECTORATE

IT Technician Modern Apprentice

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

Purpose

To provide helpdesk and technical support to assist in the effective day-to-day operation of IT services, whilst at the same time gaining an SVQ level 6 qualification in IT (Information Technology and Telecommunications), which may include one day/week (term time) at UHI studying enhancement subjects.

Responsibilities

- To be part of a proactive team of ICT team responsible for delivering a high quality, customer-focused, professional service.
- To help administer the helpdesk system by phone, e-mail and face to face
- Participate in all daily ICT Service Desk delivery functions to users, within agreed procedures and targets
- Follow defined processes to manage and maintain configurations and changes to ICT equipment, designed to support service provision.
- Take delivery, inspect, prepare, install, maintain, and upgrade ICT hardware, software and consumables
- Audit software (including licenses), hardware, ICT usage, and ICT infrastructure; maintaining accurate records in terms of identification and configuration.
- Produce self-help user guides for common ICT queries.
- Carry out maintenance tasks such as backups and system monitoring.
- Deal with support requests, analyse and determine appropriate responses to requests, and escalate where appropriate.
- Undertake 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 globally 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.
- Prepare a contact and contract register for all software products (licenses, billing cycle etc) and hardware products (serial numbers, location, warranty details) used by CNPA and all other services used by CNPA and overseen by IT (eg mobile phones, leased line, multifunction devices etc including billing cycles..).

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 4 subjects, which must include English and Maths.
- A demonstrable 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 knowledge of using and configuring PCs and mobile devices.