

**Job Description**

**Digital Services Apprentice**

Apprentice, Full time 36.25 hours

**Responsible To: Responsible For:**

Infrastructure & Helpdesk Manager

**About the job:**

Providing excellent technical support across Chorley and South Ribble councils, helping to deliver a high performing ICT service across the organisations.

**Role:**

To support the delivery of the ICT helpdesk function, providing an excellent customer service, and helping officers and members to resolve a wide range of issues and problems.

To carry out problem analysis to identify a solution for ICT helpdesk calls, escalating issues to other team members where necessary.

To work in partnership with colleagues across the service to contribute to the successful delivery of a variety of ICT projects and programmes.

To support the Technical Infrastructure team in carrying out scheduled monitoring and maintenance tasks.

To support Council meetings which can occur outside of normal working hours.

To work both flexible and in some circumstances follow a rota to support service provision.

To participate in standby arrangements and including evenings and weekends in line with business needs and as required.

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| **Responsibilities:****Team:*** You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:*** You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:*** You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.
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| **What the successful candidate will have:**

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| **Qualifications*** 5 GCSE’s including a minimum of a grade C/4 in English and Maths.
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| **Knowledge & Experience** * Experience of working both as a member of a team and independently.

 * An understanding of the role of local government and the importance of ICT in delivering excellent services for customers
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| **Skills & Abilities*** An interest in ICT and the willingness to gain an ICT qualification as part of an apprenticeship.
* Excellent problem-solving skills.
* Ability to provide an excellent customer service to officers and members.
* Excellent IT skills.

**You will play a key part in our organisational culture:****A LEARNING FORWARD THINKING ORGANISATION** – Plans and prioritises effectively deciding what to do and what not to do, if unsure ask**RESPECT AND INTEGRITY** – Is visible, approachable, open and honest with colleagues.**PRIDE** – Creates an upbeat, positive culture among colleagues.**TWO COUNCILS, ONE SHARED SERVICE**  – Builds effective relationships outside their immediate team, with win-win relationships for all |

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