

JOB PROFILE

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|---------------------------|---------------------------------------|
| Job Title: | IT Helpdesk Apprentice |
| Service Area: | IT Services |
| Grade: | 1 |
| Reporting Manager: | Helpdesk Customer Support Team Leader |
| Direct reports: | None |

Job summary:

Working as an entry level member of the team and helping them to provide an efficient service for the council and its customers.

Key responsibilities:

To provide 1st & 2nd IT Helpdesk support to the council's users and elected members via email and telephone and in person, and where necessary referring to other officers in the team.

To support the IT Helpdesk Team Leader & IT Network & Infrastructure Manager with delivery of technical projects while establishing and maintaining positive relationships with all customers

Working as part of team delivering IT support and advice to customers at all levels including; delivering technical support, responding to Helpdesk Incidents and service requests within agreed timescales along with supporting the 3rd line team in delivery of IT solutions

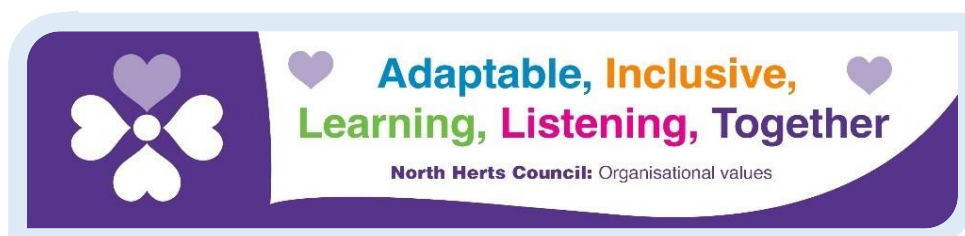
Following and ensuring adherence to relevant policies, procedures & processes.

To undertake other duties which may arise or be delegated from time to time.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://north-herts.gov.uk)

| Key Requirements: | | Essential desirable |
|------------------------|---|------------------------|
| Qualifications: | Educated to GCSE standard or equivalent. | E |
| | Basic level certificates in Word and Excel. | D |



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|---------------|--|---|
| Other: | Self motivated | E |
| | Flexible attitude to work | E |
| | Maintains confidentiality | E |
| | Willing to learn and undertake formal studies and attend college as required | E |
| | Some awareness of health and safety in the work place | D |

*E = Essential D = Desirable

Signed.....

Date.....

