JOB DESCRIPTION

Post Title:	Trainee Assistant IT Officer	Service / Section:	ITDT Service
Location:	Coed Pella, Colwyn Bay	Responsible to:	IT Business & Performance Manager
Grade:	National Living Wage		

Job Purpose:

Member of the IT Service Desk Team: logging and resolving IT issues via the contact centre, chat, emails and face to face. Building IT kit eg laptops and handing over process to IT users. Ensuring all workstations and meeting room kit it set up and functioning for IT users, meetings and training events.

Duties and Responsibilities - Job Specific

1.	Provide support as required on the IT Service Desk.
2.	Support members of the IT Data Centre with transporting and relocating backup tapes securely.
3.	Assist with the build, security, maintenance and handover of desktop PCs, laptops, and communications equipment under the supervision of more senior officers.
4.	Assist with providing technical advice and guidance to IT users regarding standards applied by the Council and use of IT kit and systems with regard to the existing policies and procedures.
5.	Travel to other sites e.g. to attend training, provide support to IT users or attend meetings as required.

Duties and Responsibilities – All Employees

1.	Build good relationships inside and outside the organisation and provide excellent customer service.
2.	Follow the Authority's Policies and Procedures.
3.	Support the Authority's commitment to Diversity, Equity and Inclusion, ensuring a respectful and supportive work environment.
4.	Undertake other reasonable tasks or duties as requested by your Line Manager.

PERSON SPECIFICATION

Please Note: In order to be shortlisted for this post you **must** demonstrate that you meet **all** the criteria ranked as E - Essential unless it states in the "How Identified" column that it will only be tested at Interview, via a Test or Presentation. Please ensure you tell us in your application how you also meet any Desirable criteria.

Requirements	How Identified	Essential	Desirable
Qualifications and Experience			
Good general standard of literacy and numeracy.	Application Form	E	
No formal qualifications required, however, a keen interest in your placement choice/s is important.	Application Form Interview	E	
Knowledge and Skills			
Able to follow instructions and ask for help when needed.	Application Form Interview	E	
Good communication and listening skills.	Application Form Interview	E	
Understanding of the importance of confidentiality.	Application Form Interview		D
Ability to work with team members and interact with the public in a friendly and courteous manner.	Application Form Interview	E	
Ability to confidently use IT e.g. Outlook, Microsoft Excel, Word.	Application Form Interview	E	
The ability to communicate in English is essential.	Application form Interview	E	
The ability to communicate in Welsh at level 1 for speaking / writing / reading is essential / desirable. Please click here for level guidance.	Application form Interview Test at interview	E	
Personal Qualities			
Positive attitude and open to feedback.	Application Form Interview	E	
Punctual and reliable.	Application Form Interview	E	
Willingness to learn and try new tasks.	Application Form Interview	E	

Other Requirements			
Willing to complete any necessary training.	Application Form Interview	E	
Flexible and able to work in line with the teams work needs.	Application Form Interview	E	
For Trainee Boat Operative position Able to swim unaided and be physically fit enough to pass a ML5 medical and work afloat outdoors. *(An ML5 is a domestic medical certificate that seafarers or fishermen need to get to certify they are medically fit to work safely at sea)*	Application Form Interview	E	

Review Date/Right to Vary

This Job Description and Person Specification is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your placement.

Version Control Date: ……………………...