Role profile

**Apprentice Service Desk Support Technician**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Service Management – ICT Technician |
| **Reports to** | Service Desk Team Leader |
| **Job family** | Professional and Technical |
| **Grade** | Apprentice |
| **Political restricted?** | Y |
| **DBS required?** | N |
| **Date** | June 2024 |
| **JE Code** | MKLA1373 |

Key deliverables

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| **1** | To support the ICT Service Desk in providing 1st line IT support, responding to requests received via telephone, the ICT Self Service Portal, email and walk ups. |
| **2** | To assist in the restoration of normal service with minimal business impact on the Customer within agreed service level agreements and business priorities. |
| **3** | Work towards providing a high first line fix rate and providing technically accurate solutions whilst taking ownership of requests and communicating with Customers |
| **4** | Review impact and prioritisation of issues and pass to second line support where necessary or work in conjunction with other support teams to deliver service. |
| **5** | Be aware of service level targets and monitor performance against them, ensure calls are logged and updated within the Service Desk System to the required standard escalating issues and alerts to the Service Desk Team Leader. |
| **6** | To assist in the creation and termination of network user accounts and the preparation of devices for new users. |
| **7** | Ensure all processes are followed according to agreed standard. |
| **8** | To work towards and successfully complete the appropriate level ICT Apprenticeship as determined on entry |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | GCSE English and Maths (at least Level 4) or equivalent |
| **2** | Competent using Microsoft Windows and core Microsoft Office applications such as Excel, Word and Powerpoint (preferably within a Microsoft 365 environment) |
| **3** | A genuine interest to work in ICT |
| **4** | Be committed to provide excellent customer services |
| **5** | Possess good written and verbal communication skills with attention to detail |
| **6** | Be confident to build strong working relationships with a variety of colleagues within ICT and the wider council |
| **7** | Work to all GDPR guidance, policy and legal framework. |
| **8** | Successful achievement of the Knowledge, Skills and Behaviours required of the appropriate level ICT Apprenticeship Standard and passing of the End Point Assessment. |