Job profile

Service and job specific context statement

Directorate:	Central Services
Service:	Strategic Resources, Technology and Change
Post title:	Technology and Change Apprentice (Schools ICT Development Team)
Grade:	C
Responsible to:	Line manager will be a team manager or supervisor in Schools ICT
Staff managed:	None
Date of issue:	September 2021
Job family:	**P&T - Professional & Technical**

Job context

Technology and Change supports the NYCC T&C infrastructure including the telephones, network and desktop, laptop and server estates, as well as providing data and intelligence development and support, project services and consultancy to our internal customer base. Technology and Change is also responsible for the procurement of ICT equipment and services via third-parties as well as the corresponding contract and service level management. Technology and Change has internal service levels with the directorates and is responsible for the negotiation and monitoring of these service levels with the relevant business unit. Technology and Change also coordinates ICT related projects to support the business; these can be small work packages or full scale implementations. The current customer base is approximately 7000 NYCC staff.

Schools ICT is responsible for delivering high-quality ICT support and sales to schools and other education establishments, we also support SME's and Charities. The service is delivered via telephone, on-line and on-site support, including the supply and maintenance of equipment as well as training etc.
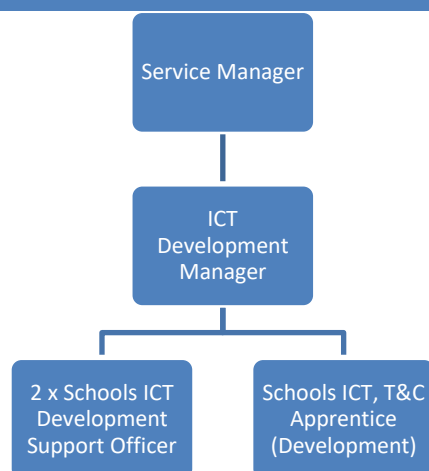
This role involves spoken communications so a confident use of English language is required

Job specifics

The core of this job is to support the Schools ICT Sales and Development function who deliver effective and timely quotes and orders for customer's ICT requirements. The post holder will do this by providing telephone and email support acting as a point of contact for the receipt, action and co-ordination of quotes and orders, liaising with 3rd party suppliers and customers. Maintaining data integrity of the sales database and ensuring effective and timely services and deliveries. Help with ensuring the sales database system is kept up to date with appropriate ICT solutions, as and when required.
Manage ICT service licenses to support hardware technology solutions.

Job profile

Structure

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                    Service Manager
                          |
                  ICT Development
                      Manager
                    ____|____
                   |         |
        2 x Schools ICT   Schools ICT, T&C
         Development        Apprentice
        Support Officer   (Development)
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Job Description

Job purpose	**To carry out a technical apprentice role within the Schools ICT function. The role will require the post holder to develop a range of ICT skills and knowledge through working towards a recognised qualification and in-house experience. The post holder will provide efficient, effective and timely support to all their customers, thereby ensuring the highest standards of service are given at all times and service aims and objectives are achieved.**
Operational management	• Assist in database administration support activities. • Following agreed procedures, identify and register sales requests. Gather information to enable sales quotes and promptly update sales quotes as appropriate. • Carry out agreed operational procedures of a routine nature. • Contribute to customer requests, providing quotes and managing the order lifecycle. • Assist in investigation and resolution of order problems. Work with suppliers and colleagues to provide timely solutions to customers. • Receives and responds to routine requests for security administration support. Maintain records and advises relevant persons of actions taken. Assist in the investigation and resolution of issues relating to access controls and security systems. • Document changes based on requests for change and apply change control procedures. • Apply tools, techniques and processes to track, log, report on and correct configuration items, components and changes.

	• Following agreed procedures, create simple quotes to customers' requirements, manage the lifecycle of the quote, and document and report on quote completed. • Follow agreed procedures to add and remove hardware and software items from the sales database. • Contribute, as required to investigate problems with quotes of hardware and/or software and confirm the correct price and availability. • Undertake and design product items to add to the sales system. Assist as part of the team to add items to the sales system. • Manage customer relationships, track customer orders, update costs and items as required. Following team procedures. • Analyse and report on sales activities, identify any trends, report issues and risks. • Assist in devising solutions to customer requirements and solve straightforward problems. • Receive and handle requests for service, following agreed procedures. Respond to common requests for service by providing information to enable fulfilment. Promptly allocate unresolved calls as appropriate. Maintain records, inform users about the process and advise relevant persons of actions taken. • Assist with control and administration of all site dispatches/deliveries and management of all stock held, in a controlled and secure manner • Support ISO20000 & ISO27001 accreditation. • Contribute to, and update the services knowledge base with relevant fixes and how to guides.
Communications	• Adopt a positive customer-oriented approach. • Liaise with customers at all levels, providing advice and guidance as required. • Liaise with colleagues within and outside the Service as required.
Partnership / corporate working	• Work with T&C Staff, Schools ICT staff, customers, staff and services within the Council, third party supplies to deliver support services.
Systems and information	• Receive and accurately log and update information into appropriate systems.

Person Specification

Essential upon appointment	Desirable on appointment
Knowledge • Understanding of effective customer service • A working knowledge of Microsoft Office applications • A basic knowledge of PC's, Laptops and hardware.	• Awareness of current developments in technology
Experience • Experience of data input ensuring accuracy and confidentiality	• Experience of providing information/services to

• Experience with using office applications including work processing and spreadsheets	customers using good communication skills**.**
Occupational Skills • Customer orientated approach • Excellent written and oral communication skills and team working skills • Ability to exercise initiative • Ability to use a keyboard with speed and accuracy • Ability to organise and present data	
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role • Level 2 English and Maths (or commitment to be working towards)	
Other Requirements • Ability to travel across the County	
Behaviours	Link

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.