**Title of post:** System IT Apprentice – Pensions Directorate

**Grade:** Apprentice level

**Responsible to:** System Maintenance Team Manager

Purpose of Post: This is a trainee post to provide system maintenance and IT support, primarily within the Pensions Administration section of GMPF. The post will be responsible for providing basic level IT support to users and for carrying out day-to-day system maintenance tasks.

Main Duties & Key Responsibilities:

1. ***To be responsible for the completion of your workload and carrying out basic level IT assistance***

* Support your Team Manager in supporting and maintaining the IT infrastructure and systems used by the service
* Be responsible for managing and monitoring your own workloads and complete tasks allocated to you within the allotted timescales
* Be responsible for ensuring you understand all council policies and procedures relating to information governance, particularly those around IT and data security
* Assist with answering support desk calls and with resolving basic level IT issues, including network connection problems and hardware faults
* Follow agreed procedures when logging and monitoring issues and ensure outcomes are documented
* Ensure you communicate with other members of your team or colleagues, providing verbal updates on progress and sending updates by e-mail where required
* Work towards achieving an IT apprentice qualification
* Contribute to the overall success of the service

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| **PERSON SPECIFICATION REQUIREMENTS** | Essential (E) or  Desirable (D) | How it will be assessed |
| 1. **Education Standard / Qualifications** |  |  |
| Pass Tameside M.B.C Apprentice Assessment or proof of qualifications as below  GCSE in Maths and English level \*A-C 9-4 or equivalent | E | Application form |
| Knowledge |  |  |
| An awareness of Data Protection legislation and its implications and importance for our service | D | Application form, Test, Interview |
| Experience of: |  |  |
| Working well with other people | D | Application form, Interview |
| Being able to manage your time to meet a deadline | D | Application form, Interview |
| Finding solutions to problems | D | Application form, Test, Interview |
| Skill and ability to: |  |  |
| Learn and develop your knowledge of Microsoft Windows and Office applications (specifically Word, Excel, Outlook and Powerpoint) | E | Application form, Test, Interview |
| Learn and develop your knowledge of other hardware, software and system applications | E | Interview |
| Identify the root cause of a problem and then look for viable solutions to explore | E | Application form, Test, Interview |
| Communicate well with your team members and other colleagues | E | Interview |
| Be able to speak to users on the telephone and ask questions that will help to identify how serious an issue is and what resource might be needed to resolve that issue | E | Application form, Test, Interview |
| Record clear notes about an issue that can be easily followed be others | E | Test |
| Be enthusiastic about the work of the service and the benefits it provides to its members | E | Interview |
| Be committed to the role and to be flexible, depending on the needs of the service | E | Application form, Interview |

**For Information:**

**Category**

E = Essential requirement without which the candidate would be unable to carry out the duties of the post

D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on