

Job Description: IT and Business Management Apprentice

Reports to: IT Support Officer

Directorate/team: Corporate Services / IT & Business Management

Grade: Grade 1

Job Purpose:

To provide support to the IT and Business Management team through the support of IT Business Systems and the LGA users.

Core Accountabilities:

1. Establish networks and contacts across all services and relevant partners.
2. Maintain professional knowledge of all relevant legislation, systems, policies and professional best practice.
3. Contribute to the delivery of the team's agreed objectives.
4. Participate in relevant LGA projects that support the delivery of the LGA Business Plan.
5. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies.
6. Undertake any other duties and responsibilities appropriate to the post.

Specific Accountabilities:

1. To become familiar with the core LGA IT business systems (SharePoint, CRM, Agresso) in order to support users and undertake some system level activities.
2. To provide on-site support to LGA staff, working in conjunction with IT Support Officer and Brent Shared Services.
3. To assist in the implementation of IT projects.
4. To assist in the delivery of induction and ongoing IT training.
5. To support end users through updating of information on the intranet.
6. To undertake administrative tasks to support the IT and Business Management team.
7. Act as an effective team member providing assistance to others as requested.

8. To be aware of policies and procedures and act according to them.
9. Undertake any other reasonable duties as may be required commensurate with the level of the post.

Relevant Contacts:

LGA

LGA managers and staff

User groups

Other

Brent Shared Services

Third party suppliers

IT system suppliers

Person Specification: IT and Business Management Apprentice

Qualifications	<ul style="list-style-type: none">• A-level or equivalent
Knowledge and experience	<ul style="list-style-type: none">• Knowledge of basic IT systems.• Ability to learn office IT procedures and policies.• Experience in the use of a range of software packages including Word, Excel, PowerPoint, e-mail and the internet.• Experience in the production of documents and the collation and maintenance of information.
Skills and abilities	<ul style="list-style-type: none">• Good oral and written communication skills.• Good organisational skills with an ability to manage own workload and priorities in order to meet deadlines, and respond to changing priorities.• Good interpersonal skills with the ability to deal with users and colleagues with courtesy, tact and sensitivity.• A demonstrable commitment to customer care.• Able to diagnose and resolve practical problems.• Able to prioritise a workload and focus on necessary tasks.• Resourceful – able to fully utilise available tools to affect an efficient resolution to a problem.• Ability to work with a diverse range of customers with widely varying requirements and priorities.• Ability to work as part of a team and a flexible approach in order to adapt to changing work requirements.• Ability to follow clear directions.• Ability to produce work of a high standard with a high level of attention to detail.• A positive 'can-do' attitude.• Demonstrate a keenness to learn and take direction.