Job Description and Person Specification

Coventry City Council | ONE COVENTRY

Job Description

Job Title	End User Device (IT) Apprentice
Grade	Apprentice
Service	ICT Services
Reports to	Senior Desktop Support Officers / End User Device Lead
Location	Council House
Job Evaluation Code	Apprentice

About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

About the Service your team will provide

Purpose of the role / Output
- Supporting the End User Device Team and Operations in delivering a comprehensive high quality service.
- Using existing systems, processes, and procedures to ensure a highly effective and reliable end-user device service to all council employees.
- To support the successfully delivery and robust support processes to council employees using remote technologies, face-to-face, site visits, email, phone calls, Microsoft Teams chat, and other electronic communication channels.
- Provide support to a range of IT hardware, including but not limited to laptops, mobiles, tablets, printers, and meeting rooms, as well as a range of different applications.

Main Duties & Key Accountabilities

Core Knowledge

- Assist with the resolution of incidents, problems and service requests related to the desktop estate in accordance with defined processes and service level agreements (SLAs).
- Assist with the implementation of desktop change management, upgrades, and configuration updates as per defined processes.
- Assist with wiping, imaging, and setup of IT hardware, including for donation schemes as part of the Coventry Connect program.
- Assist with handling warranty repairs, completing physical hardware replacements and disposals.
- Regularly review the status of meeting rooms audio visual equipment and assist with remediations as and when they occur.
- Assist with the maintenance of the desktop and software asset inventory in accordance with defined processes.
- Assist with hardware and software asset tracking.
- Assist with hardware deliveries, following stock management processes and procedures.
- Share knowledge effectively and update the knowledge base as per defined processes.
- Assist other teams and projects where required.
- Any other duties and responsibilities within the range of the salary grade.
- The apprentice will attend college/study sessions as required, and be committed to completing their assignments.

Key relationships

External	Internal
Education, Libraries and external third party suppliers	All service areas

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free
The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training
The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	Apprentice
Knowledge	
Good understanding of first class customer service	
Knowledge of MS Office products, Windows Operating systems and desktop hardware and peripherals an advantage.	
Basic digital and IT skills.	
An interest in IT.	
Skills and Abilities	
Good written, verbal and face to face communication skills	
Good keyboard skills	
Ability to organise and prioritise own workload effectively and be able to work to deadlines	
To demonstrate customer awareness and customer care in the delivery of services.	
Ability to work as a member of a team	
Experience	
N/A	
Qualifications	
N/A	
Special Requirements	

Date Created	September 2023	**Date Reviewed**	January 2024