

**Comhairle Nan Eilean Siar**

**Job Description**

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| **Post Title:** | Modern Apprentice - ICT Support Officer | **Post Number:** |  |
| **Department:** | Education and Children’s Services | **Grade :** | F |
| **Location :** | Schools ICT Support Team | **Date:** | August 2016 |
| **Reports To:** | Director of Finance and Corporate Resources; in the first instance to the Senior Systems Support Analyst | | |

**Job Purpose**

To be trained as an ICT Support Officer in conjunction with a training programme under the direction of the Senior Systems Support Analyst.

# Duties

1. Problem Solving, data entry and general client support.
2. ESGOIL: To Assist with the ongoing support to Esgoil and its users.
3. Assists with the installation of core curricular administration and teaching software applications on school LANs.
4. Assist with the installation of new-build and re-build configuration templates for server and client platforms on school LANs.
5. Assist with the provision and maintenance of email, chat-room and internet services for teaching staff and pupils in schools.
6. Assist with the annual bulk processing of User Ids and Passwords to grant correct and secure access to relevant school LANs and personal email accounts for respective teaching staff and pupils.
7. Assist in the provision of efficient day-to-day administration and maintenance of school networks plus daily/weekly back up routines and backup test procedures for data backup.
8. Assist with the installation and updating of anti-virus protection for network servers and client system in schools.
9. Support in the provision of software/hardware troubleshooting, fixes and repairs for computers and peripheral devices used by schools.
10. Support in the provision of troubleshooting and repairs for audio visual devices used by schools.

**General Accountabilities**

1. To ensure that all information received and disseminated, whether verbal, written or electronic concerning all employees, prospective employees or service users is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner in compliance with Data Protection legislation.
2. To ensure that all duties and responsibilities are performed in a safe manner so that no risk to health and safety arises to yourself, any other employee or member of the public.
3. As the Comhairle is committed to the effective management of risk, it is the responsibility of all employees to carry out their duties and responsibilities with adequate regard for Risk Management as outlined within the Comhairle’s Risk Management Policy.
4. To comply with the Comhairle’s Equal Opportunity Policy in Service Delivery and Employment, thereby promoting a fair and quality service to all.
5. To follow a training programme which meets your apprenticeship needs. Additional Learning needs should be discussed and determined at your annual Performance Appraisal and you will be required to undertake training as identified and as appropriate and required for the effective performance of the duties of the post.
6. Any other duties or responsibilities that may be need to be allocated from time to time to ensure the efficiency of the service.



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**Person Specification**

THIS FORM LISTS THE ESSENTIAL AND DESIRABLE CRITERIA REQUIRED. APPLICANTS WILL BE LEETED ON THE BASIS OF MEETING THE CRITERIA. PLEASE ENSURE YOU COMPLETE YOUR APPLICATION FORM CONSIDERING THE CRITERIA BELOW.

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| **post title:** | Apprentice - ICT Support Officer | | | **post number:** | | |  |
| **CRITERIA** | |  | **ESSENTIAL** | |  | **DESIRABLE** | | |
| Knowledge | | E1  E2  E3 | Excellent knowledge of Microsoft products.  Excellent understanding of Internet and Email.  A working knowledge of web-based email systems. | | D1 | A working knowledge of installing and uninstalling software products on various platforms. | | |
| Skills and Abilities | | E4  E5  E6  E7  E8 | Excellent numeracy and IT skills.  Willingness to work as part of a team and on own initiative.  Excellent communication and interpersonal skills.  Ability to maintain confidentiality at all times.  Ability to undertake work that requires attention to detail and quality checking of processes. | | D2 | Practical and enthusiastic in general, especially on IT Problems. | | |
| Education/Experience | | E9  E10 | Educated to Higher level in Math or ICT related discipline.  Ability to speak, read and write in Gaelic. | |  |  | | |
| Other Factors | | E11 | Willingness to undertake training as required. | |  |  | | |