

Job description

Apprentice - IT Desktop Support

This role will be required to work at the council's premises at either West Suffolk House, Bury St Edmunds or the Mildenhall Hub. You may reasonably be required to work at any other of the council's premises as required in order to meet the needs of the authorities.

At West Suffolk Council we positively encourage agile working, with work being an activity we do, not a place we go. Work styles are led by operational and organisational need and are jointly agreed between manager and employee. Offices available to work in are both council's premises at West Suffolk House, Bury St Edmunds, and Mildenhall Hub, Mildenhall. You may reasonably be required to work at any other of the council's or stakeholder's premises as required to meet the needs of the service.

Job purpose

To be part of a team of technicians and analysts providing an IT desktop support service to all departments of the council under the direction of IT Support Team Leader.

Key responsibilities and activities

- To learn about how to build and deploy PC workstations, laptops, tablets and Smart Phones.
- Assist on the helpdesk to log calls reporting hardware and software faults on workstations, telecommunications equipment and IT peripherals.
- Assist with the installation and maintenance of network equipment and cabling.
- Assist with the installation, support and use of desktop application software.
- Assist with IT aspects of office moves.
- To provide general administrative support to the IT function as needed.
- Any other appropriate duties.
- You will be expected to carry out tasks required on a day-to-day basis. The work you will do will be designed to ensure you meet the evidence and standards required for your qualification.