

Apprenticeship Description



Date	17/01/2020
Apprenticeship Title	IT Solutions Technician
Training Provider	To be confirmed
Weekly Wage	£153.55 (if 19 years old or over, after 12 months your salary will increase to minimum wage for your age)
Working Week	Monday – Friday, 9am – 5pm
Expected Duration	18 months

Vacancy description

As an IT Solutions Technician apprentice within Cumbria County Council you will receive:

- High quality training and development opportunities
- Personalised support from managers and mentors
- The opportunity to work alongside skilled and experienced staff gaining valuable job specific and transferable skills that will support you in your future career

Key job specific activities

As an IT Solutions Technician apprentice you will work with colleagues in the ICT Services Applications Team, helping the Council to deliver high quality services:

Technical Skills, Knowledge and Understanding covered by this apprenticeship will include:

- Applying a range of technical IT skills, including: accessing remote systems; file manipulation; file editing, changing system or application settings; system administration; setting up and upgrading components (infrastructure or software);
- Operating in line with organisational policies, standards, legislation, security requirements, professional ethics, privacy and confidentiality; and understands escalation policies.
- Creating and maintaining documentation in accordance with best practice, organisational guidance and legislation.
- Identifying appropriate technical solutions using both logical and creative thinking.
- Diagnosing and understanding client requirements and problems using sound analytical and problem solving skills.
- Communicating effectively in a variety of situations including formally and informally both within their team and externally.
- Operating securely across all their areas of responsibility, in line with organisational guidance and legislation.

Essential Criteria

Please note that your application will be assessed against the Qualifications; Skills and Personal Qualities and Behaviours listed below. In your application form you must therefore clearly demonstrate:

1. that you meet all qualification requirements, and
2. that you have or would develop, the skills, personal qualities and behaviours required of the role and provide examples where possible

Key Information

Qualifications required:	5 x GCSE's at Grade C / 4 or above (or equivalent) including Maths and English
Desired Skills	<p>We welcome applications from self-motivated individuals who are able to work as part of a team and are willing to learn and develop the following skills:</p> <ul style="list-style-type: none"> • Excellent communication skills • Excellent organisation and planning skills • Excellent listening and observation skills • Excellent customer services skills • Excellent levels of IT competency (Microsoft office software including Word, Excel, PowerPoint and Outlook) • Excellent time management skills
Personal Qualities and Behaviours	<p>All County Council employees must adhere to the Council Behaviours which are:</p> <ul style="list-style-type: none"> • Communicate in a clear and constructive way • Act with honesty and respect for others • Demonstrate a positive flexible attitude • Take responsibility for our actions • Be committed to one team

Training provided

This is a Level 3 IT Solutions Technician Apprenticeship

Cumbria County Council works with a range of high quality training providers, who deliver qualification and training courses for apprentices employed by the council.

These training providers will undertake the initial aptitude assessments; support with the recruitment process; deliver the qualification training (and ongoing assessments) and work closely with council staff to support apprentices to successfully complete their apprenticeship and move on to further training or employment.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Other Factors

- You must ensure that you are able to travel to and from the work location specified on a daily basis. A maximum of up to £15.00 per week will be paid to support your travel from home to work.
- Following the successful completion of the apprenticeship programme many of our apprentices have moved on to either a higher level apprenticeship or have secured permanent employment with the council or other employers and have embarked on an exciting career pathway. Whilst there is no guarantee that a position would become available at the end of your apprenticeship, Cumbria County Council works in partnership with other organisations throughout the county to maximise the opportunities that are available to apprentices. The skills you learn and the qualifications gained will be transferable to other roles either within the County Council or with other employers.