

ROLE: IT Trainee

GRADE: A

Date: October 2021

| Role  | Need to do   | Need to know   | Values and Behaviours   |
|---|--|--|---|
| <p>As part of the IT team working with the Head of IT and City Council as our outsourced partners, you will have the responsibility of addressing first line enquiries across all aspects of IT. The role includes troubleshooting, system queries, password changes. Microsoft office issues, hardware and software queries.</p> <p><b>Non-Financial</b></p> <ul style="list-style-type: none"> <li>• Health and Safety</li> <li>• Facilities support</li> </ul> <p><b>Delegated Authority Levels:</b> N/A</p> <p><b>Reports to:</b> Head of IT</p> <p><b>Relationships Internal:</b></p> <ul style="list-style-type: none"> <li>• Executive Directors/ Board/NEDS/Heads/managers and staff</li> <li>• CWC</li> <li>• Third party providers</li> </ul> | <ul style="list-style-type: none"> <li>• Addressing first line technology issues</li> <li>• Meeting ongoing requirements/queries</li> <li>• Liaising with CWC on issues requiring escalation</li> <li>• Supporting upgrading software as required</li> <li>• Monitoring third-party suppliers' adherence to SLAs/KPIs.</li> <li>• Building effective relationships with vendors/CWC and LGPSC staff</li> <li>• Supporting IT systems and controls to ensure compliant with relevant FCA regulations and legislative requirements.</li> <li>• Supporting, testing, implementation and infrastructure provision and operational support.</li> <li>• Support business continuity and agile working from a support perspective – remote support</li> <li>• Support with workstation assessments in provision of</li> </ul> | <p><b>Skills/Knowledge/Experience/Competence:</b></p> <ul style="list-style-type: none"> <li>• Organisational skills – time management skills and the ability to prioritise tasks</li> <li>• Communication skills – able to work with a range of stakeholders</li> <li>• Self-starter who is proactive and can use initiative to address tasks in a timely manner</li> <li>• Be a member of the IT team, expected to demonstrate the values, initiatives and culture of the organisation.</li> <li>• Experience working with the core Microsoft Office applications and Microsoft Windows platform.</li> <li>• Build awareness within workforce around IT security</li> <li>• confidently applying your expertise as appropriate</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• GCSE grade C/4 or above in Maths and English.</li> </ul> | <p><b>Values:</b></p> <ul style="list-style-type: none"> <li>• Great place to work</li> <li>• Client Focus</li> <li>• Inclusive</li> <li>• ambitious</li> </ul> <p><b>Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Open, fair and transparent</li> <li>• Honest and trustworthy</li> <li>• Empowered in making right decisions</li> </ul> |



|  |  |  |  |
|--|--|--|--|
|  | <p>appropriate equipment working with the HR Team.</p> <ul style="list-style-type: none"> <li>Any other duties as directed by the Head of IT.</li> </ul> | <ul style="list-style-type: none"> <li>GCSE grade C/4 or above in any Science or IT</li> <li>May be working towards an IT qualification</li> </ul> |  |
|--|--|--|--|

LGPS Central Limited provides an exciting, supportive and family-friendly working environment, and we are committed to helping our people achieve their full potential and a healthy work-life balance. We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership, status, pregnancy or maternity, race, religion or belief, sex and sexual orientation. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.