**Job and Person Profile (JPP)**

**This is the JPP you will aspire to during your apprenticeship**

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| **Job details** |
| **Job title** | Assistant Support Analyst |
| **Job Reference** | 20901 |
| **Grade and Salary** | 3 This role includes performance related pay progression |
| **Service and Team** | IT – IT Operations |
| **Location** | Endeavour House, 8 Russell Road, Ipswich IP1 2BX – Hybrid working |
| **Hours per week** | 37 |
| **Status** | **Fixed Term or Secondment for up to 21 months (Apprenticeship)** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

The post holder will undertake activities core to the provision of the IT Service Desk, responding to customer enquiries via a number of engagement routes. The post-holder will be pro-active in identifying, escalating and where possible, resolving any issues or problems that may impact upon day-to-day operations

To be a positive contributor to IT services so that we deliver cost effective, reliable, and agile solutions that support the business transformation programmes of the council

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| **About the team**  |

The role sits within the IT Operations team providing essential front-line services to IT customers. Reporting into a Support Supervisor the team will be responsible for managing all first line contacts into the IT Service.

Key Relationships:

* Support Service Manager
* Support Supervisors
* IT Operations Manager
* Colleagues across IT Operations and the wider IT Service
* Service staff from across the council, including directors, leaders and senior managers

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Answering varied IT related queries from customers via various support channels.
* Provide advice and solutions to customer queries.
* Follow guidance provided to assist in the implementation of identified technical actions/solutions to meet customer requirements.
* Communicating clearly with our customers being considerate to their needs and aspirations, taking responsibility and manage customer expectations.
* Contribute to delivery against agreed priorities and timescales within the IT Operations team.
* Ability to resolve customer problems/issues as assigned, seeking advice from supervisors and specialists as required.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. IT related qualification at NVQ level 2 or equivalent knowledge and experience
2. Evidence of further personal or professional development

**Values and personal qualities**

1. Holds the customer at the heart of everything, continually seeking to provide outstanding technology solutions
2. Effective at communicating information with team and customers at all levels
3. Resilient and professional during times of change
4. Positive approach to challenging priorities
5. Ability to develop effective team working and partnerships
6. An aptitude for problem-solving
7. Demonstrate the Council’s We-ASPIRE values

**Specialist knowledge skills and experience**

1. Good working knowledge of own service area
2. Awareness and appreciation of the relevant professional/technical area including data protection and security
3. To have an interest in developing solutions by configuring applications or using a programming language
4. Knowledge and understanding of good customer service
5. Awareness of Council business and how IT could be used to provide services
6. Ability to research and understand technical information
7. Good literacy to produce documentation including user guides
8. Ability to work independently and as part of a team

**It would also be desirable to have**

1. Experience of working in an IT environment

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

This organisation positively encourages the use of technology to communicate and engage, but on occasions there may be a requirement for you to travel using reasonable and suitable means available to you and agreed by the authority.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.