

What our ICT team do.

They support business change and innovation across the authority through the use of technology. It provide leadership and facilitation on the council's information agenda. They implement and support the council's ICT systems and technology, including laptops, email, telephony and online services.

It provided ICT services on a commercial basis to partner organisations and those who share our offices. They run and operate the council's ICT helpdesk and provide first line support for all councillors, staff and third party ICT customers and supports the council's network, servers, internet connectivity and telephony systems. They work closely with other service areas (such as Planning and Finance) to make sure they get the most out of their core ICT systems and support the council's geographical information systems, street naming and numbering service and the West Suffolk website.

What does a typical day look like?

Working as an apprentice within our ICT team will include a wide range of jobs. To begin with there will be shadowing of the techs working on the team to learn a variety of skills from imaging laptops to troubleshooting printers. Much of the work will involve liaising with staff working at the council to resolve their problems and this will include manning the Helpdesk phones to take calls from the user base we support.

Going forward an apprentice will be assigned calls as the day goes on. We use an online Helpdesk and all of the calls which need completing come through on there. Day-to-day tasks will consist mainly of completing the calls assigned to you.

What skills, interests and qualities do I need?

- Enjoy problem solving.
- Enjoy a varied day and working with others.
- Ability to be organised.
- ICT skills/Interpreting information.
- Flexible approach to work.

What am I working towards and what will I achieve?

- A fully funded qualification: Level 3 Infrastructure Technician.
- The prospect of beginning a career path in ICT and learn from qualified experience professionals.
- An opportunity to learn life skills.