

**Ribble Valley Borough Council  
Resources Department**

**JOB DESCRIPTION**

1. **JOB TITLE:** Information Communication Technician Apprentice
2. **REFERENCE NO:** RES223
3. **SALARY SCALE:** National Minimum Wage for Apprentices – currently £177.97 per week in first year
4. **RESPONSIBLE TO:** ICT Manager
5. **JOB PURPOSE:** To assist in the development of digital communications together with the provision of ICT support throughout the council.
6. **MAIN DUTIES:**
  - 6.1 Assist in the development of the council's existing social media presence and any emerging social media platforms.
  - 6.2 Assist in the development and enhancement of the council's internet and intranet sites, enhancing community and staff engagement.
  - 6.3 To work closely with colleagues to deliver a range of digital communications activity to support services across the council.
  - 6.4 Assist colleagues in monitoring and responding to comments and queries on the Council's social media accounts.
  - 6.5 Give assistance as required to the ICT support team in meeting demands made by the council's services.
  - 6.6 Assist the ICT support team as required in the installation of PC software throughout the authority.
  - 6.7 General help on PC support matters.
  - 6.8 Assist in the maintenance of an inventory system of all PCs and software.
  - 6.9 Assist in documenting all PC software installations.
  - 6.10 Assist in arranging warranty repairs on all PC equipment.
  - 6.11 Assist in user support and maintenance of all presentation equipment.
7. To be responsible for ensuring the data quality of all information related to the duties of the post.

8. To adhere to the Council's policies including equal opportunities and health and safety.
9. Such other duties of a similar responsibility level as may be allocated to the post from time to time.

**NB. In order to ensure that Job Descriptions are kept up to date, all employees are required to review their roles regularly through the staff performance appraisal scheme. Staff are required, therefore, to take a reasonable and flexible approach to changes arising from the challenges facing the Council.**

Signature of Postholder: \_\_\_\_\_ Dated: \_\_\_\_\_

Signature of Head of Service: \_\_\_\_\_ Dated: \_\_\_\_\_