

**Ribble Valley Borough Council  
Resources Department**

**PERSON SPECIFICATION**

**JOB TITLE: Information Communication Technician Apprentice  
REFERENCE NO: RES223**

ATTRIBUTES	ESSENTIAL (E) / DESIRABLE (D) REQUIREMENTS
<b>1. EXPERIENCE</b>	
Evidence of previous work experience e.g. through school/weekend jobs/summer jobs etc.	<b>D</b>
<b>2. QUALIFICATIONS</b>	
Educated to GCSE level, with a good standard of numeracy and literacy, ie Maths and English at grade C (equivalent to the new grade 4) or above, and a total of 5 GCSE's including Maths and English.	<b>E**</b>
<b>3. SKILLS/KNOWLEDGE</b>	
Excellent knowledge and ability to use Microsoft products e.g. Office, Word, Excel.	<b>D</b>
Excellent knowledge of existing and emerging social media platforms.	<b>D</b>
Good knowledge of Microsoft Windows 10 desktop operating systems.	<b>D</b>
Installation and diagnostic skills of Microsoft Windows 10 desktop operating systems.	<b>D</b>
Knowledge of Local Government Services.	<b>D</b>
Basic understanding of the role of ICT and digital communications in an organisation.	<b>D</b>
Experience of computer and printer maintenance and setup.	<b>D</b>
Full UK driving licence.	<b>D</b>
<b>4. PERSONAL QUALITIES</b>	
Genuine desire to pursue a career in ICT.	<b>E</b>
Inquisitive with an interest in analytical skills.	<b>E</b>
Good verbal and written communication skills.	<b>E</b>
Organised approach.	<b>E</b>
Attention to detail.	<b>E</b>
Understanding of customer care.	<b>E</b>

*\*\*This will be tested at interview*