

Job Description

Job Title	ICT & Digital Apprentice
Directorate	Strategy and Change
Service Area	ICT
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	Cunard Building
Apprenticeship	IT Solutions Technician Level 3 - IT solutions technician / Skills England

About the Role

The ICT Technical Apprentice will support Liverpool City Council's ICT Service, helping to maintain and improve the technology systems that support services across the organisation. Working alongside experienced ICT professionals, you will develop technical knowledge and practical skills while contributing to the delivery of reliable and secure digital services.

This is an exciting opportunity to start a career in Information Technology, gaining hands-on experience with ICT infrastructure, applications, networks and support services while working towards a recognised apprenticeship qualification.

What You'll Be Doing

You will:

- Support the ICT team in maintaining and monitoring technology systems and services.
- Assist with resolving technical issues and service requests under the guidance of experienced colleagues.
- Help maintain accurate records of incidents, requests and technical information.
- Support system upgrades, testing and maintenance activities.
- Assist with monitoring system performance and identifying potential issues.
- Learn how ICT systems, networks, applications and infrastructure support Council services.
- Work with colleagues, customers and suppliers to support service delivery.
- Help ensure ICT services are delivered in line with security, quality and operational standards.
- Support project work and service improvement initiatives where required.
- Participate fully in apprenticeship training, learning activities and professional development opportunities.

What You'll Learn

During your apprenticeship you'll develop knowledge and skills in:

- ICT support and service delivery.
- Networks, servers and infrastructure technologies.
- Cyber security and data protection principles.
- Incident and problem management.
- System monitoring and maintenance.
- ICT project support.
- Technical troubleshooting and fault finding.
- Customer service in a technical environment.
- ITIL and ICT service management principles.
- Professional communication and stakeholder engagement.

You'll also gain practical experience working within a large and complex ICT environment that supports services across Liverpool City Council.

Is This Role Right for You?

We're looking for someone who:

- Has a genuine interest in technology and information systems.
- Enjoys problem-solving and finding practical solutions.
- Is curious about how technology supports organisations and customers.
- Has good communication and customer service skills.
- Can work effectively both independently and as part of a team.
- Is organised and able to manage competing priorities.
- Has good attention to detail.
- Is comfortable learning new technologies and systems.
- Has a positive attitude and a commitment to continuous learning and development.
- Wants to build a career in ICT, digital services or technology support.