WORK EXPERIENCE PLACEMENT PROFILE

Department: ICT & Print	
Location: Civic Centre, Merthyr Tydfil	

Information about the Department

The ICT Department consists of a range of small teams that provide an ICT service to the organisation and schools. The teams are:

- Desktop Services & Information Security
- Infrastructure
- Software Development
- Applications
- Schools ICT

The services the department provides include:
- Desktop support e.g. ICT Helpdesk, hardware/software faults, installation, support/advice
- Information security – policies, advice, guidance and training
- Local and Wide area network support including wi-fi, telecoms and mobiles
- Server support including storage and backups
- Website support/development
- Software development of in-house small/medium ICT systems
- Support and maintenance of major core systems and databases e.g CTAX/benefits, Financials, HR/Payroll system etc.
- ICT support in all schools

The Print section is located at Unit 5 and provides a bulk print and design service to the authority which also includes an automated mailing system, signage, modern records archive and a secure shredding service.

Summary of Work Experience Programme and Potential Tasks:

- Learn how ICT supports the Council and is critical to day to day operations
- Work alongside technicians to setup hardware, install software and deal with faults
- Gain a basic understanding into the ICT network and server infrastructure by following technical specialists while they undertake project work, support and maintenance.
- Learn some basics of software/web development

Essential criteria

- Enthusiastic and a keen interest in ICT