IT SUPPORT ENGINEER APPRENTICE – LEVEL 4

Have you got passion, drive, good communication skills and a positive outlook? Would you love to earn while you learn and achieve a Level 4 qualification? If so, this apprenticeship could be the perfect opportunity for you!

This is a great opportunity for someone who is looking to advance their IT career, the apprentice will find themselves in a supportive team environment and will be mentored appropriately to achieve their apprenticeship qualification.

RESPONSIBILITIES OF THIS ROLE:

• You will provide IT Support to business customers to maintain, develop and improve current DaaS IT solution
• Answer all inbound calls in a timely manner
• Deliver remote and face-to-face 1st and 2nd Line Support to customers
• Provide technical support to our internal business users where required
• Take ownership of user's problems while identifying appropriate solutions or escalating to a senior engineer resolve service incidents and requests in a timely manner
• Assist with the configuration of PCs and Servers
• Provide and maintain strong customer service while dealing with the different requests at the same time

DESIRED QUALIFICATIONS:

• Qualifications to include either 5 GCSEs (grades 9-4 or equivalent including Maths and English)

DESIRED SKILLS:

• Able to work well under pressure
• Able to work methodically
• Excellent communication skills
• Excellent fault-finding skills

DESIRED PERSONAL QUALITIES:

• Positive and passionate

• A self starter

• Confident and outgoing

• Motivated, driven and hungry to succeed

PAY & FURTHER DETAILS:

• Salary: £18,000

• Apprenticeship Duration: 18 months

• Location: Hybrid

• Working Hours: 37.5 hours per week

• 24 days holiday

ELIGIBILITY CRITERIA:

• Nationality requirements:

- Must be a UK National or have a naturalisation certificate

- Must be a UK resident for 4 out of the last 5 years