

IT TECHNICIAN APPRENTICE – LEVEL 3

Have you got passion, drive, good communication skills and a positive outlook? Would you love to earn while you learn and achieve a Level 3 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.

To provide 1st line support, effective communication and a quality customer experience to users, whilst delivering effective IT assistance across all aspects of the business, along with back up & support to the second and third line. The position provides exposure to a broad range of IT related projects and activities.

Deliver a first-class customer experience operating the help desk to resolve users' queries and problems, including the maintenance of user accounts and delivery of periodic processing routines.

RESPONSIBILITIES OF THIS ROLE:

- Learning all aspects of business development from appointment generation to face-to-face selling
- Developing telephone and face-to-face selling skills
- Growing a personal network through social media usage and event attendance
- Supporting the team with building product demonstrations
- Supporting the team with the creation of marketing collateral
- Learning about procurement processes and supporting on tender submissions
- Confidently qualifying prospects through research and communication
- Identifying potential prospects via research and networking, following up all leads
- Tracking activities in our CRM
- Reporting on deliverables/targets

DESIRED QUALIFICATIONS

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

DESIRED SKILLS:

- Excellent written skills for communications with prospects
- Excellent telephone manner
- Excellent people skills with the ability to build good relationships
- A team player

DESIRED PERSONAL QUALITIES:

- Positive and passionate
- Willingness to learn with an interest in a career in business development
- A self starter
- Confident and outgoing
- Motivated, driven and hungry to succeed

PAY & FURTHER DETAILS:

- Salary: £20,000
- Apprenticeship Duration: 18 months
- Location: Remote
- 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