

FIRST LINE IT HELPDESK TECHNICIAN APPRENTICE - LEVEL 3

This is a great opportunity for someone who is looking to kick start their IT career, the apprentice will find themselves in a supportive team environment and will be mentored appropriately to achieve their apprenticeship qualification. You will be a key member of the team, delivering first line response to our clients via various communication methods and ensuring that a high level of customer service and satisfaction is attained. You must be keen to learn and have a self-disciplined approach to your own learning, work undertaken and possess a 'can do' attitude.

You will be working alongside the existing IT team to support users in a business environment with various software, including Microsoft Office, 365, Adobe Acrobat, and some in-house and specialist software. As this is an apprenticeship, you are not expected to have much experience, however an eagerness to learn is imperative.

We are looking for an enthusiastic, flexible, dynamic and motivated individual with a “can-do” attitude, who has:

- A keen interest to learn and develop their IT career
- The ability to communicate effectively and build relationships with colleagues
- The ability to work within a team environment
- Good problem-solving skills and a logical approach to problems
- Ability to remain calm during major outages and other stressful situations

DESIRED QUALIFICATIONS:

- 5 GCSEs @ Grade 4, which must include a maths, literature, or science-based subject / Equivalent work experience in a relevant role (minimum of 2 years)

DESIRED SKILLS:

- Comfortable in single or multiple groups to discuss problem and find solutions.
- An analytical mindset.
- A creative thinker who can think “outside the box” to find solutions from different angles.
- Has a passion for all types of technology and learning how it that technology works.

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: £18,000
- Apprenticeship Duration: 18 months
- Location: Oxford
- Working Hours: 37.5 hours per week

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