

IT 1ST LINE SERVICE DESK ENGINEER 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.

MCI 4 work with many of the industry's top vendors including Microsoft, Sophos, ESET and ConnectWise. MCI 4 has been a Microsoft Partner for over 10 years and is currently a Silver Partner, aspiring to GOLD status.

RESPONSIBILITIES OF THIS ROLE:

- Work towards leading and taking responsibility of technical matters with troubleshooting and resolving infrastructure issues.
- Site Visits as required after initial training phase.
- Engage in relevant project activities.
- Provide Technical assistance to both clients and internally within the team.
- Identify improvements for service delivery.
- Working with third party vendors to find a solution to best assist our clients.

DESIRED QUALIFICATIONS:

- 5 GCSEs @ Grade 4, which must include a IT based subject.
- Confident, clear and professional working manner.
- Excellent Problem Solver.
- Good interpersonal skills to enable you to work within a team focused environment.
- A desire to be part of an overall team and achieve objectives as part of a team.
- A methodical and strategic thinker.
- Excellent Phone manner and ability to relay technical steps over the phone
- An understanding of current industry trends, emerging technologies and best practices.

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: £17,500.
- Apprenticeship Duration: 18 months.
- Location: Sheffield.
- 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