

# IT TECHNICIAN APPRENTICE – LEVEL 3

Greenlight, in partnership with GK Apprenticeships and the Microsoft Apprenticeship Programme are currently recruiting for two energetic individuals to join a fantastic company as IT Technician Apprentice L3.

Throughout the duration of the apprenticeship, you will receive Microsoft training and accreditation through blended learning. This combines online technical training within a virtual classroom, as well as real-world and practical experience with your employer. The certifications you gain are highly respected and globally recognised. The skills, knowledge and experience you will gain whilst on the programme are invaluable, giving you the best possible start in your professional career within the IT sector.

## RESPONSIBILITIES OF THIS ROLE:

- Handling calls and tickets from customers in an efficient and confident manner, being thoughtful of the issues and always having the client as your top priority
- Performing troubleshooting to diagnose and resolve problems.
- Providing orientation and guidance to users on how to operate new equipment and software.
- Setting up devices (computers, routers, switches etc)
- Monitoring services and taking appropriate action – backups, system alerts, cyber reports.

## DESIRED QUALIFICATIONS:

- 3 GCSE's (or equivalent) at grades 4+ (A-C) in any subject

## DESIRED SKILLS:

- 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 to nontechnical users.

### **DESIRED PERSONAL QUALITIES:**

- An understanding of current industry trends, emerging technologies and best practices.
- Motivated, driven and hungry to succeed

### **PAY & FURTHER DETAILS:**

- Salary: £15,000 to £18,000.
- Apprenticeship Duration: 18 months.
- Location: Hybrid (Manchester).
- 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