

JOB DESCRIPTION

Job Title:	IT Apprentice
Purpose of Job:	To assist in all aspects relating to the care and maintenance of computing, printing and telephone equipment across the Company and support your PPM colleagues with ad hoc computer issues.
Location:	Watchfield, Swindon SN6 8TY
Reporting to:	IT Manager
How to apply:	IT Solutions level 3 Apprentice - Find an apprenticeship (findapprenticeship.service.gov.uk)

RESPONSIBILITIES:

To assist the IT Manager in the following areas:

- Maintain network infrastructure including servers, firewalls, network switches.
- Provide technical support for hardware and software issues, faultfinding and repairing if possible, sourcing and providing replacement parts if required.
- Maintain documentation of hardware and software purchases.
- Setting up new computers and equipment, ensuring all relevant software and settings have been correctly applied/installed.
- Software update installation for servers and workstations.
- Set up and support of VPN clients for remote access.
- Administration of telephone PBX switch, arranging support with vendor if required.
- Installation and setup of telephone handsets for new and existing staff.
- Manage new and existing user accounts for the internal network.
- Maintain user access permissions and settings.
- Administration of internal email server.
- Ensure that daily backups of server data are being successfully performed.
- Mobile device management/provisioning.
- Provide user support for all workstation hardware, software and printer issues.
- Liaise with external suppliers of IT hardware, software and support.

SKILLS/EXPERIENCE:

- Must have good understanding of personal computers, peripherals & associated accessories
- A good understanding of personal computing applications (MS-Office, Visio, Outlook, etc.)
- Good analytical and problem-solving skills, with strong attention to detail
- Strong interpersonal skills with excellent written and verbal communication abilities

QUALIFICATIONS:

- Level 2 qualification in IT is desirable but not essential
- Minimum 5 GCSE with at least grade B in maths, Physics/IT and English language



PERSONALITY/CHARACTER:

- Willing to learn and to take responsibility for their own development
- Service oriented attitude (flexible, personable, approachable)
- Good analytical and problem-solving skills, with strong attention to detail