

HELPDESK TECHNICIAN (APPRENTICE) NEEDED TO JOIN OUR FAMILY



Profile

The Helpdesk Technician (Apprentice) will assist the IT Helpdesk Manager with providing 1st and 2nd line helpdesk support and the installation, maintenance and administration of computer equipment and associated software, telecoms and audio visual systems.

Key knowledge areas

Essential:

- Strong communication skills in order to successfully explain IT concepts to non-technical colleagues
- Desire to learn and accept change
- Adapt to, and remain calm and focussed, in all situations
- Ability to influence others
- Professionalism
- Attention to detail
- Hands-on experience of Microsoft Technologies.

Mail Duties & Responsibilities:

- Ensuring that the IT Services Service Level Agreement (SLA) is adhered to at all times.
- Assist with providing 1st and 2nd line helpdesk support on a daily basis.
- Responsible for ensuring that all IT helpdesk requests are logged using helpdesk software.
- Assist with the production of user documentation.
- Responsible for escalating support requests to an appropriate team member as and when required.
- Contribute to the smooth running of an out of hours IT support rota.
- Assist with ensuring that software updates and patches are applied to all PC's on a monthly basis.
- Proactively react to any issues or problems detected whilst running antivirus software and taking the necessary actions.
- Responsible for the upkeep of the IT Asset Register, including hardware, software, audio visual and telephone systems.
- Assist with the implementation of IT projects as and when required.

Team

Business Support Services

Location

Milton Keynes

Benefits

- 20 days holiday (rising to 25 days in accordance with policy)
- 3% employer pension contribution
- BUPA Private Health
- Employee Assistance Programme
- Income Protection Scheme
- Death in Service Benefits
- Perkbox/Benefits hub
- Mobile Phone

Equal Opportunities

The firm is an Equal Opportunities Employer and is committed to the implementation and maintenance of employment and recruitment practices which will ensure that no potential or current employee or trainee, is treated less favourably on the grounds of age, disability, gender, marital status, race, nationality, colour or any other aspects unrelated to their current and potential skills, aptitudes and abilities.