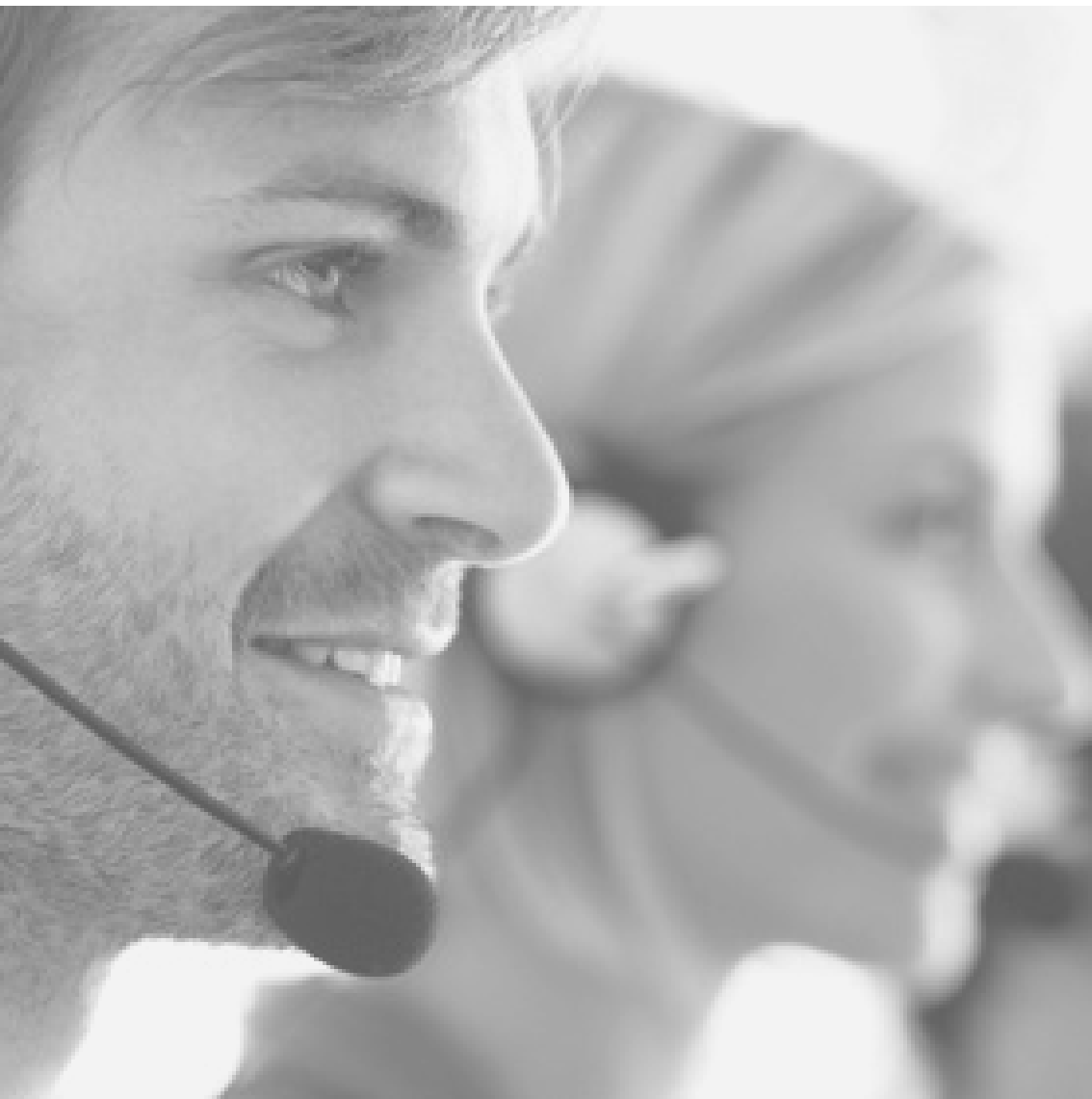


IT Systems & Networking **Apprentice**



Hours

40 hours per week

Monday - Friday

08:30 - 17:00

Starting Salary

£152 per week

(£3.80 per hour)

Job Type

Apprenticeship

18 months

Address

18 Bold Street

Warrington

Cheshire

WA1 1HP

Kelsey Networks Ltd

This is an exciting opportunity for an ambitious individual to join an established company in the IT & Communication Support industry. Formed in 2001 and based in Warrington town centre, our client have already taken on apprentices that form a vital part of the company and have been promoted within the business to full-time positions.

As the successful applicant your main duties will be to act as first line IT support; answer support calls via email ticket desk and update the ticketing system. You will work with a variety of exciting IT technologies including Microsoft Windows XP, 7, 8, 10, Office 2010, 2013, 2016 and various Microsoft Windows Servers and mobile devices.



Duties & Responsibilities

You will demonstrate a professional telephone manner and learn how to resolve support requests. You will manage the data backups and assist with IT projects from time to time, including site visits; working under the guidance and with support from nominated staff within the business:

- Provide 1st line IT support to our customers
- Deal with support requests via email and telephone
- Deal with support alerts via remote monitoring system
- Manage client backups
- Assist the Management Team to deliver tasks in line with company objectives
- Provide additional assistance to the Admin Support Teams
- Plan, monitor and review IT projects

What we are looking for

- Must be able to deal with a stressful environment
- Ability to work as part of a team and on your own initiative
- Good timekeeping skills and an ability to work within deadlines
- Ability to problem solve
- Hands-on and flexible with all aspects of the role; happy to get hands dirty
- Hardworking, motivated and enthusiastic with a willingness to learn
- Sense of humour
- Ideally have 5 GCSE's at Grade A-C, or equivalent, including Maths and English

Things to consider

You may be asked to work outside of your normal working hours. Appropriate notice and remuneration will be given.

Training to be provided

- The successful candidate will receive ongoing training relevant to their ability level and immediate requirements:
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- IT Professional Level 3
- Work-based observations and assessments
-
- Depending on development / interests this would be followed by:
-
- ITL training and certification
- Cisco CCENT and CCNA training and certification
- PRINCE2 (or equivalent) training and certification

How to Apply

Please submit your CV to Jonathan via jaghanian@warringtonandco.com along with a Supporting Statement that states why you feel you are suitable for the role.

Shortlisted candidates may be contacted by telephone for an initial discussion about the role and to assess your suitability before your details are passed to the employer for consideration.

Please do not apply directly to the employer as this may mean that your application is rejected

Questions?

Please direct any queries in the first instance to:

Jonathan Aghanian
Business Development & Marketing Officer

Warrington & Co.
The Base
Dallam Lane
Warrington WA2 7NG

Tel: **01925 444009** Email: jaghanian@warringtonandco.com