Job Vacancy

IT and Cyber Support Apprentice

Starting salary - between £4.81 p/h - 9.18 p/h depending on experience

22 month contract (with the opportunity to progress onto a Higher/Degree Apprenticeship)

Location: Malvern, Worcestershire

About us

Assure Technical are technical security experts. Since 2011, it has been our mission to help organisations effectively protect their information and assets; and our passion to provide outstanding service and value.

Key benefits of working for us include:

- Competitive salary
- Flexible working options
- Annual personal development budget
- Air-conditioned workspace in the stunning Malvern Hills
- On-site canteen
- Regular team meetings and social events

The Role

We're growing and so is our team. As our IT and Cyber Support Apprentice, you'll become a key member as all of your efforts will help everybody else perform at their best.

You will be responsible for helping us provide first class internal IT support and cyber security services to our expanding client portfolio.

Given the customer-facing nature of the position you will need to be confident in taking on tasks involving a range of technologies and software of which you have no prior experience, and be confident in dealing with end-users in a professional and friendly manner.

You will become involved in a wide variety of tasks and a typical day at work could involve:

- Perform 1st line IT support tasks including IT set-up and repairs and dealing with faults and queries
- Set-up and maintain client accounts across various platforms
- Maintain a high level of customer service
- Work with colleagues to resolve problems

- Assist with documenting IT processes and procedures
- Investigate new technologies and providing suggestions as to their use in the Business
- Monitor internal IT security issues, documenting and escalating in accordance with company policies.
- Instal and maintain IT security software
- Selecting the right tools to troubleshoot issues, for example testing network issues, router logs and physical hardware.
- Optimise the performance of hardware, software and network systems and services in line with business requirements
- Interpret and follow IT legislation to securely and professionally work productively in the work environment.
- Carry out any other duties as reasonably required commensurate with the nature of the job and level of responsibility

Training Provided:

As well as on-the-job training, the successful candidate will work towards the Information Communication Technician Level 3 Apprenticeship Standard, which is delivered through our apprenticeship training partner, TDM.

Skills Required:

- Problem solving – able to think on your feet and able to find pragmatic solutions.
- Communication skills - including written, verbal and listening
- Experience of working as part of a team
- Attention to detail

Personal Qualities:

We take a great deal of pride in building a business that not only offers an exceptional service to our clients, but is also a great place to work and carefully considers our community and preserves our environment.

These are the qualities that we look for in our employees:

You like helping people. You are patient, level headed and cool under pressure.

You enjoy solving problems. You find pragmatic solutions and if you don't know the answer, you'll dig until you find it.

You pay attention to the detail. As far as you're concerned, anything worth doing is worth doing properly and nothing falls between the cracks on your watch.

You find solutions to problems. You like the challenge of learning and pick up new things quickly. You can juggle priorities and manage expectations. When things change, you know how to roll with it.

You communicate clearly. You write well and speak eloquently. You can explain just about anything to anyone and you're as comfortable in face to face situations as you are over the phone and online.

You are motivated and driven. You volunteer for new challenges without waiting to be asked. You will take ownership of the time you spend with us to truly make a difference.

You are creative. You find ways to help us to grow and become more efficient at what we do.

You act with integrity. You will do the right thing for the business, our customers, your colleagues, the community and environment.

Other Essential Skills & Experience

- Maths and English GCSE - grade 4 or above
- Active interest in IT and cyber security

Desirable skills & experience

- Working knowledge of word, excel and powerpoint (or the Google equivalent)
- Full clean driving license
- Relevant work experience

What success in the role will look like:

Month 1

- You will have developed good working relationships with the team and understand everybody's roles and responsibilities.
- You will have a grasp of our systems and be gaining confidence in using them.
- You will have a good understanding of our products and services and feel ready to communicate with customers.
- You will have an understanding of our current processes and be thinking about what improvements you can make.

Month 6

- You will be working independently and intuitively understand your priorities.
- You will have a solid grasp of our products and services and be confident speaking to customers and suppliers.
- You will understand our systems and be actively improving how we do things.

- You will be making a tangible contribution to the day to day running of the business.

How to apply

If you are interested in applying for the role, please get in touch.

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Closing date for applications: 20th April 2022