**Level 3 Information Communication Technician**

**Title: IT Support Apprentice**

**Company: SysFix IT**

**Full Address: One Croydon 11th Floor Sussex innovation 12-16 Addiscombe Road Croydon London, CR0 0XT**

**Weekly Hours Worked: 37.5 hours per week.**

**Salary: £11,000 to £15,000 PA**

**Please contact Ciara on Ciara.Glynn@estio.co.uk or call 0113 3500 333**

**About the company:**

Established in 2003, our aim is to provide our clients with unique, yet affordable IT solutions and unrivalled customer service. We speak in Plain English and avoid Technical Jargon wherever possible. We offer a friendly, approachable service, both for business customers and private individuals. We provide a vast range of IT services in London for both home users and businesses alike. Our technical support service comes in 3 flavours - Remote IT Support, On-site Support in your home or business or on a monthly contractual basis. As well as technical support, we provide a range of IT services which can be found using the menu at the top of this page.

**Brief job description:**

Firebrand Training have an exciting new opportunity for an IT Support Apprentice with SysFix IT, an IT MSP company based in Croydon.

**Job Description:**

We are looking for a bright, outgoing individual who enjoys IT not only as a career but also as a hobby. The ideal candidate must be able to engage in conversation with our clients in a professional manner in an upbeat personal way. IT skills are paramount but maintaining and developing our client relationships are essential, therefore we are looking for someone who is a people person. We’re looking for someone who is a quick learner and capable of using initiative to solve problems. Our ideal employee would also have a keen interest in helping to grow the business.

**Your duties and responsibilities in this role will consist of:**

* Escalating IT issues to the IT manager where necessary.
* Responsible for managing backups.
* Diagnosing and resolving technical issues on PC’s, Macs and Servers.
* Undertaking small- to medium-sized IT projects as instructed by your line manager.
* Supporting and maintaining Microsoft and Linux Server/Desktops and Microsoft Exchange.
* Setting up and configuring new laptops and desktops.
* Installing authorised software to laptops and desktops.
* Ensuring security and upgrades are applied to desktops and laptops and kept up to date.
* Antivirus installation to all desktops and laptops.
* Reporting faults and maintaining logs on servers, desktops and laptops.
* Completing internal user moves including phones.
* Patching of network and phones.
* Making of Cat 5 e network cables were necessary.
* Ensuring all logs for equipment and users are maintained.
* Setting up and configuring new client servers.
* Installing authorised software to client servers.
* Ensuring patches and upgrades are applied to client servers.
* Fault finding on client servers.
* Creating purchase requisitions for IT hardware and software.
* Ensuring licensing for all software purchased is recorded and maintained.
* Exchange server mailbox maintenance including archiving mailboxes using Exchange onsite and 365.
* Setting up new users and disabling expired accounts in accordance with client requirements.
* Provide marketing support to help grow the business through social media web design and cold calling etc.
* Provide both onsite and off-site support.

**Qualifications:**

* 5 GCSEs grades A\*-C/9-4 or equivalent (including English Language and Maths)

**Skills Required:**

* Good communicational skills.
* Passion for IT.
* Self-starting and a good team player.
* Excellent troubleshooting and analytic skills.
* Comfortable working with managed service providers and third parties.
* Previous experience/passion of working in an IT Support role would be preferable but not essential.
* Up to date working knowledge of Microsoft Office 365 suite and Windows 10.
* An understanding of Active Directory and Group Policies.
* An awareness of network protocols, LAN, and WAN.
* Build a computer and troubleshoot parts, have a knowledge of why it may not start up and how to resolve.
* Know how to create a signature in Outlook, troubleshoot excel questions – how to filter data etc, how to add an email account via control panel.
* How to perform windows updates and install software.
* How to connect to a network share.
* Understanding of data security policies.
* Able to add accounts on 365, reset passwords.
* Reset passwords, create accounts in active directory.

**Personal qualities:**

* Accepts and adapts to changes.
* Learns new skills to meet new needs of the business.
* Suggests changes and improvements.
* Uses materials, processes and tools efficiently.
* Takes initiative to solve problems.
* Does the most important work first.
* Gets things done while still upholding ethics, integrity, compliance and company values.
* Works with others to get things done.
* Openly shares feedback and information that helps the team.
* Treats others with respect.
* Is approachable to others.
* Listens so others feel heard.
* Develops relationships built on trust.

**Future prospects:**

The role offers a permanent role upon completion of the apprenticeship depending on performance.

**Training to be provided:**

Firebrand’s sector-leading Level 3 Information Communication Technician (L3ICT) Apprenticeship Programme trains apprentices to deliver efficient operation and control of the IT and Telecommunications infrastructure and to deliver and support the information systems needs of an organisation. Options include pathways for Support Technician, Network Technician and Digital Communications Technician.

Firebrands course is delivered either Online (online live instructor led), or face to face in the classroom environment (your choice). Our Subject Matter Experts (SMEs), Learning Mentors (LMs) and world-leading trainers prepare apprentices to work across multiple sectors.

Completion of this apprenticeship will provide learners with the following world class vendor certifications in addition to the Information Communication Technician apprenticeship:

* CompTIA A+
* CompTIA Cloud Essentials+
* BCS Level 3 Award in IT Service Management & Business Processes

Key areas covered are:

**Support Technician**

* Maintenance or repair of systems faults.
* Support for the roll-out of installation and commission of new systems or upgrades.

**Network Technician**

* Installation and commission of networks.
* Maintenance or repair of network equipment.
* Installation, configuration or maintenance task on either ICT related hardware or software.

**Digital Communications Technician**

* Installation and commission of telecoms networks.
* Maintenance or repair of telecoms network equipment.
* Installation, configuration or maintenance task on either ICT related hardware or software.