

Job Details: Level 4 Apprentice IT Cloud/Network Computer Engineer

Overview:

Keen to get stuck into work early? Whilst still gaining a qualification?

Have you just finished your A-Levels/A-Levels equivalent and want to get straight into the workplace? Or have you already studied a Level 3 qualification in a different subject but want to get into IT?

Join us on our Level 4 IT Network Engineer apprenticeship and earn while you learn in a professional, growing and dynamic IT Company!

Start your career in IT with Network Computing Ltd

First steps will be learning how to monitor the services we deliver to our customers and detect when there's an issue that needs our attention – whether it be an application or the IT infrastructure. This is the ideal opportunity to get into the IT industry with no prior experience. We have a strong supportive team who have a wealth of knowledge and strong aspirations to succeed.

We'll support you through the entire process and provide an extensive induction programme to help you adjust to the work/study balance.

This is initially a service desk office based role; however, for the right candidate, there will be opportunities for development into other areas of the business upon successful completion of the apprenticeship.

Main role:

Working as part of our IT Service Delivery team supporting the applications and IT infrastructure of our customers.

This involves:

- Monitoring the health of IT environments (applications, servers, networks, etc.) and recognising when there are issues occurring
- Using some of the best IT tools whilst investigating and diagnosing issues or incidents
- Getting hands on with the IT infrastructure, applying the right fix after you've investigated an issue
- Deploying and maintain hardware and software for clients
- Hands on working with Microsoft Windows and Apple Mac devices
- Hands on with latest Cloud technologies such as the full Microsoft 365 stack
- Cyber Security is a huge part of everything we do, you will be learning first hand how to keep IT Networks secure
- You will be exposed to the latest and greatest technology stacks
- You will get first hand experience on using and developing cloud technologies
- Collaborating with members of other teams when more complex issues occur
- Taking support calls / speaking to customers over the phone
- Logging issues / making a record of the issue in our management system
- Learning how to prioritise and escalate when complex and high priority issues occur

- Assist the wider team with any projects, changes, and improvement initiatives

Over the course of your 15-18 month Apprenticeship you'll develop your technical skills and learn how to solve more complex issues, taking on more responsibility.

Desirable skills & Personal qualities:

Full training will be given. You'll join an incredibly supportive team in a very successful organisation where there will excellent career opportunities for the right candidate. Over 80% of our current team have started with us as an apprentice.

All we ask from you is that you're willing to learn, are comfortable speaking with clients in a professional manner and have a passion for solving problems.

We are looking for applicants who are:

- **Intellectually Curious:** You will love to learn and have a technical mindset. You will have an interest within IT / Technology / Operations / Client support.
- **Driven to deliver:** To excel and take pride in your work. To meet deadlines and take care to ensure attention to detail.
- **Willing to contribute:** You will get stuck in and contribute ideas. We work in a fast moving, dynamic environment where everyday is a school day. We know you'll make mistakes (everyone does and this is how you learn) but you will continually evolve.
- **Proud to collaborate and be yourself:** You won't be afraid to help others. We want to see the authentic you, and to support you in delivering with integrity.
- **Accountable:** To safeguard our future and to represent our brand. To do yourself and Network proud.

Entry requirements

You need to have 5 GCSE's:

- Maths and English (or equivalents) at grades 4 or above
- 3x GCSE's grade 4+/A-C in any other subject

A-Levels/Equivalent

- You will have completed post 16 studies whether this be A-Levels, Btecs etc or a Level 3 Apprenticeship

You must not already have qualification in a similar subject at the same level, or higher level than this apprenticeship.

What you'll receive

On top of gaining your Level 4 Qualification, you will also be entitled to 20 days holiday per annum. You will also follow the CompTIA Pathway which will give you industry recognised qualifications in addition to your apprenticeship qualification.

Network does not discriminate. We're interested in your skills, talent, potential, customer focus and nothing else.

Study & Future prospects:

If successful, you will study your Level 4 IT Network Engineer apprenticeship qualification through Firebrand.

The apprenticeship will take 15-18 months.

After this period, we would expect you to move into a *permanent position and continue developing your career within IT (*subject to performance).

Important Information:

Firebrand's sector-leading Level 4 Network Engineer (L4NE) Apprenticeship Programme develops apprentices to design, build, maintain and secure multi-vendor networks; additionally, apprentices will develop skills to allow identification and implementation of network performance improvements whilst maintaining network security.

Firebrands course is delivered Online (online live instructor led), and face to face in the classroom environment. 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 Network Engineer apprenticeship:

- CompTIA Server+
- CompTIA Network+
- CompTIA Security+

Key areas covered are:

- Detecting and resolving Network Failures
- Improving Network Performance
- Install and Manage Network Architecture
- Test and Analyse Network issues
- Planning and working effectively

Think you have what it takes? Apply today by contacting jlockhart@firebrandtraining.com. If your application is strong, we will interview you – the sooner you apply, the sooner we can get successful applicants in to start.