Job Title: IT Help Desk Technician (Apprentice)
Positions available: 2 Apprentices

Working hours: 9am - 5pm Monday to Friday in Thame (Office Based)

Job Overview

Are you a proactive, detail oriented individual looking to kickstart your IT career? We are seeking two IT Help Desk Apprentices to join our small, dedicated IT team based in Thame.

If you love to learn, enjoy multitasking, and thrive in a varied workload environment, this apprenticeship opportunity could be the perfect fit for you. You'll be a team player with a strong desire to provide excellent service and a drive to learn while embracing Affinity Trust values.

You'll receive on the job training from all members of the IT team in a supportive environment.

Apprenticeship Training Provided:

Apprenticeship: Information Communications Technician Level 3

Length of Apprenticeship:

16 months

Salary: £7.55ph

Key Responsibilities

Primary Duties:

- Maintain the day-to-day functions of the IT support helpdesk
- Support IT Administrator tasks as needed
- Assist with bespoke IT project work when required

IT Support Duties Include:

- Maintain the IT inventory in Microsoft Access, including managing new starters and equipment allocations.
- Process staff leaver notifications: update user passwords, modify the inventory database, and request mobile network blocks when needed.
- Handle new staff starter notifications and coordinate necessary equipment provisioning.
- Provide technical support via email, telephone, remote support, or on site as required, in line with agreed service standards and timeframes.
- Configure new laptops and mobile phones, including setup with Windows 11.
- Provide hands on support and repairs for smartphones, laptops, and broadband issues.

- Deliver desktop, server, and network support, as well as assist with system implementation and user testing.
- Participate in the evaluation and testing of potential new systems and security solutions.

Key Skills & Experience

Education:

- GCSE Grade C/4 or equivalent in Maths and English (desired)

Experience:

- No prior experience required - full on the job training provided via the apprenticeship
- Familiarity with Microsoft Office 365 and Windows 11 is beneficial but not essential.

Essential Attributes:

- Passion for IT: Genuine interest in technology and IT systems
- Willingness to Learn: Eagerness to develop new skills and grow within the role
- Team Player: Comfortable working collaboratively in a team environment
- Problem Solving Skills: Logical and analytical approach to troubleshooting
- Communication Skills: Ability to explain technical issues clearly to non-technical users