

APPRENTICE SUPPORT ENGINEER

SALARY: £12,305 P.A.

LOCATION: STAFFORD

HOURS: 37.5 PER WEEK

EXPECTED DURATION: 18 MONTHS

**APPRENTICESHIP LEVEL: ADVANCED
LEVEL APPRENTICESHIP**



APPRENTICE SUPPORT ENGINEER

risual Managed Services (rMS) provides the focal point for resolution of all technical issues for risual clients, with deployed production environments, based on risual supported Microsoft technologies. Apprentices will work within the team covering the following roles during their 18 month apprenticeship:

- Service Desk Team Engineer
- Incident Engineer

This work based experience will be supported by day release to attend theory sessions and complete Microsoft exams.

The role of a risual IT Support Engineer Apprentice will include:

- Provide the client facing interface for all support queries into risual
- Co-ordinate all support queries and requests
- Maintain knowledge base for all encountered issues
- Update clients on all stages of support calls, from logging, research, action plan, escalation to resolution
- Publish client facing technical information such as best practice guides, FAQ's, etc. (excludes consulting engagement documentation)
- Provide reports and statistical analysis on issues reported and resolved for use by risual account management teams and technical teams
- Provide a feedback loop to delivery and consulting teams

Desired qualities:

- A passion for IT and keen to progress
- A desire to complete the apprenticeship entirely

Future prospects:

- The opportunity to progress within risual Managed Services and into risual Consultancy Services.

Desired personal skills:

- Good self-driven time management skills
- Be highly motivated to deliver quality outcomes with the ability to remain calm under pressure
- Good written and verbal communication skills at all levels
- Good personal management skills relating to conduct, timekeeping and delivery against commitments
- Good punctuality skills relating to client and non-client engagements
- Good inter-personal skills working in, and contributing to, small and large teams both client facing and internally within risual

Desired qualifications

- Apprentices are not required to have technical experience or accreditations, but would be desired to have a minimum of 5 GCSE's, including Maths and/or English Language (or the equivalent)

Training to be provided

- Level 3 Information Communication Technician

Essential Criteria

- To be successful in the role, you must be able to demonstrate the following skills and experience:
- Must hold or be able to successfully achieve and maintain NPPV3 with SC.
- Able to evidence excellent customer service skills.

Want to apply?

If you like what you see and want to apply, please email careers@risual.com with a covering letter and your CV. One of our talent specialists will be in touch to discuss further.