

## Apprentice job description

### Roles & Responsibilities (include but are not limited to):

- Working on the support desk using VOIP, answering customer calls
- Technical support with hardware and software systems
- Laptop/ PC repairs and upgrades
- Working with routers and switches
- Performing diagnostic tests, modifications to software and hardware
- Fault finding on customer networks
- Raising tasks via ticket system; booking time and keeping ticket up to date
- Carrying out configuration and testing of new kit prior to installation
- Collating data for reporting
- Testing and installing new hardware and software
- Meeting daily KPIs
  - Updating tickets daily
  - Responding to customers within 2 hours
  - Assisting in clearing unassigned ticket queue

### Desired Quality, Skills & Knowledge

- A natural passion for IT
- Knowledge of IT hardware/ software – various systems and devices
- Involved with tech within own time
- Good organizational skills and time management
- Someone who is eager to learn and progress through further training
- Good communication skills (Written and over the telephone)
- A team player
- Ability to work independently
- Good time and task management skills
- Proficient in Outlook, Word and Excel

### Salary, Hours & Benefits:

Full support and guidance will be provided by both Rabb-IT throughout your time on the apprenticeship.

- Monday to Friday 9.0 AM - 5.30 PM
- £12-£15k Per Annum, depending on experience and qualifications
- 25 days holiday + bank holidays + Birthday holiday
- Lunch days each month
- Christmas party