

Service Desk Apprentice

Rabb-IT Ltd are on an exciting journey to become the go to IT Business in Yorkshire. Already well-respected with an array of clients within the Yorkshire region we are now looking to expand. Based in the rural area of Calverley, Leeds, where monthly lunches are bought to acknowledge and appreciate their dedicated staff.

We're on the lookout for an Apprentice to join our IT service desk team. The service desk is a pivotal part of the business and is our front line in providing clients with IT support and technical service enquiries – helping problem solve, manage client expectations and deliver our most important KPI; happy clients! If you're a professional and personable fast learner with a passion for IT, then this is the role for you; and the perfect foundation to build your IT/technical career.

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 Rabb-IT throughout your time on the apprenticeship.

- Monday to Friday 37.5 hours per week
- £12-£15k Per Annum, depending on experience and qualifications
- Training and personal development (including Free Microsoft Training)
- 25 days holiday plus extra Birthday holiday
- Free team lunch every month
- To be part of a growing business and the next success story
- Great staff parties - a very important part of teambuilding
- Free parking
- Fantastic culture & environment

Feel you are up for the challenge? Apply, with your CV to: Careers@rabb-it.co