Advanced Apprenticeship Opportunity
IT Desktop Support Apprentice

Purpose of job	To provide IT Desktop support to network users of AEUK.
Reporting relationships	Reports to the Service Desk lead
Location	Dorset Innovation Park, Winfrith, Dorset
Closing date	30th June 2019
Qualifications	GSCE Grade D/3 or above in English & Maths or Functional Skills Level 1 in English & Maths.

Knowledge, skills and personal qualities required:

- Microsoft Windows 7,10 Desktop operating systems + PC build hardware
- Networking knowledge (including IP addressing / Sub-netting and Routing)
- Customer service skills
- Professional behaviour in front of AEUK IT customers communicating with them effectively
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Principal duties:

- Supporting users with desktop issues
- Review and logging of AEUK user issues on the helpdesk system and resolving them.
- Break fix and upgrades to systems as required supporting other IT staff.
- Building desktop computers using SCCM or other means as appropriate.
- Support of the AEUK Voip system and desk phones
- Provide Service desk cover when necessary
- Completing and reporting on any assigned project related activities
- Where appropriate, document new processes and procedures in line with duties and look for improvements

Other requirements

- This role requires an SC security clearance.
- **How to register your interest**Please forward your CV and a covering letter explaining why you are interested in the apprenticeship to training@uk.atlas-elektronik.com and the apprenticeship title in the subject line.

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