

JOB VACANCY

IT Support Apprentice

Full time – 37.5 hours a week

£6.50 per hour (£243.75 per week)

Based in Bourton on the Water, Cheltenham

Established over 45 years ago, Parlane are an international supplier of glassware, kitchenware, wall art, candles, decorations, flowers and furniture. You will find the latest interior fashion trends with our contemporary, functional but affordable accessories and feel assured of good quality from a trusted brand with ethical values. We are currently looking for an IT Support Apprentice who we can train and support through an IT Professional Apprenticeship (Level 3 Infrastructure Technician Apprenticeship)

With the appropriate training, instruction and guidance, you will be working alongside our IT Manager. You will:

- Work as first line support (with guidance) for our employees, responding to incoming telephone and email requests
- Liaise with outsourced IT providers where appropriate
- Use an escalation process, manage user issues in line with 3rd Party IT provider agreements
- Assist where necessary in the installation, upgrading and maintenance of all hardware and software across all sites
- Set up workstations including any necessary peripheral devices such as printers, scanners, mobile phones etc.
- Periodically check workstations to ensure optimal performance and report any issues
- Keep up to date with new technologies and changes to operating systems/applications and assisting users when updates are issued
- Be involved with new systems development and replacement applications
- Assist with database reporting and cleansing

The successful candidate will have a passion for IT and have knowledge and understanding of Windows operating systems and Microsoft Office. Database experience would be an advantage. Previous face to face customer service experience and/or familiarity of taking telephone calls would also be advantageous. You will also be an experienced problem solver, with the ability to think independently and have a desire to see a task completed to the end. The successful candidate will also have a GCSE (or equivalent) IT, as well as GCSE Maths and English at grade 4 (C) or above.

Interested?

Then send your CV to: Careers@Parlane.co.uk

For further information on Parlane and to view any other vacancies then please visit our website www.parlane.co.uk or follow us on Twitter, Facebook, Instagram or LinkedIn.