Job description

Job Title: IT Apprentice **Location: Office based, Abingdon**

Department: Technology **Position Reports To: Office IT & Infrastructure Manager**

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 300 employees and is pursuing ambitious growth plans.

The Office IT and Infrastructure Team is part of the Gigaclear Technology Department working alongside the Networks and Systems and Development teams. The team is responsible for supporting all our internal customer's computer & telephony needs as well as the office IT infrastructure.

Purpose of the job

The Office IT and Infrastructure Department is a very busy department, we pride ourselves on providing a first-class service. The IT apprentice is responsible for assisting the core IT team in supporting our internal customers via phone, email and face to face. As the apprentice's skills and technical knowledge develop they will become a core member of the team.

Key Accountability & Responsibilities

- Responsible for providing 1st line support, both in person and remotely via phone and team viewer (must have a confident phone manner).
- User on/offboarding including building and recovering machines, mobiles and tablets.
- Responsible for support and maintenance for employee's computers, telephone equipment, software and printing services.
- Assist with equipment purchasing and monitoring of stock.

Knowledge & Skills

It is expected that the successful candidate will be interested in computers and prepared to maximise the experience from working in the office alongside the academic work to complete the apprenticeship program in the time allotted.

The IT apprentice will be able to demonstrate the attributes below:

- Remain calm under pressure
- Knowledge of computer operating systems
- Highly self-motivated

- Able to apply critical thinking and problem-solving techniques
- Effective communication skills
- Methodical and able to follow process

Qualifications & Accreditations

5 GCSE's at level C or above or equivalent.

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.

Gigaclear is not currently engaging with any external recruitment agencies or suppliers for this role. Gigaclear has a preferred supplier list of Agencies / Suppliers with whom T&Cs have been agreed and Gigaclear will only accept CVs from these suppliers for roles we have formally requested they work – this request will come from a member of the HR team. Any speculative CVs submitted without this request will be deemed property of Gigaclear and may be engaged with directly without Gigaclear being liable for any "introduction fee".