

JOB TITLE: IT Support Technician Apprentice

Reports to: IT Manager

Location: Slinfold. West Sussex

Hours: Monday to Friday, 9.00am-5.00pm (a total of 35 hours per week). Please note, this role is based full-time in the office.

Salary: £16,000-£18,000 per annum

Cordek are an established market leader in the design, manufacture, and supply of high-performance products to several niche areas in the Construction sector, having worked on iconic skyscrapers in the UK and supplied products for use in the construction of hospitals, leisure centres, houses, windfarms and film sets. Here at Cordek Limited, we are looking for an individual to join our team who shares our Company values, **Honesty, Communication and Respect.**

Job Summary:

Cordek are looking for an IT Support Technician Apprentice to work alongside our IT Manager, becoming the first point of contact for all helpdesk requests and a trusted advisor on all IT matters. You'll support end users, maintain our IT estate, and work on projects under the guidance of the IT Manager.

Responsibilities:

- Management of all helpdesk support tickets, including detailed resolution notes
 - Initial troubleshooting of end user issues to provide a first-time fix for both hardware and software
 - Appropriate escalation of issues to the IT Manager or third party in a timely manner
 - Assist users with problems via telephone, email and a ticketing system as well as desk-side support where required
 - Support with a wide range of devices including (but not limited to) Laptops, PC's, mobile telephones, desk telephones, printers and AV equipment.
 - Setting up of new PC's
 - Proactive maintenance of end user equipment and servers
 - Regular patching of non-critical IT systems
 - Maintenance of IT documentation
 - Build strong working relationships with internal colleagues, becoming a trusted voice on IT issues and suggestions
 - Onboarding of new starters
 - Completing small projects across the entire company wide IT estate (under supervision of the IT Manager)
 - Some responsibility for the day to day running of the IT department, including scheduled daily tasks, user account administration and scheduled patching of servers and workstations
 - Occasional need for desk moves which may include some heavy lifting, as well as working under desks
 - There will be occasional out of hours work required, both on-site and remotely, time off in lieu will be given in these circumstances.
-

Person Specification:

- Confident, friendly and approachable
- Good written and verbal communication skills
- Problem solving skills

- Ability to work under guidance but also independently
 - Passion for IT
 - Keen to learn and progress, not afraid to ask questions
 - Knowledge of Microsoft office
 - A full UK driving licence would be beneficial due to location of the business
-

Rewards:

- Annual performance bonus
- Membership of the Company Group Pension Scheme after 1 years' service
- Membership of the Company Group Life Assurance after 1 years' service
- Full access to our Employee Assistance Programme (EAP)
- 25 days annual leave (excludes bank holidays)
- One day of paid Birthday leave for the purpose of celebrating their birthday
- Cycle to work scheme, save 25-39% on bikes & accessories
- Discounted gift cards, save up to 10%