



Akita Systems Limited of

## JOB DESCRIPTION – APPRENTICE IT SUPPORT ASSISTANT

<b>Salary</b>	:	£4.75 - £5.00 p/h+ (dependent on skills set)
<b>Start date</b>	:	Immediately
<b>Full time</b>	:	15 Month Fixed Term Contract of Employment
<b>Hours</b>	:	42.5 hours per week Monday to Friday (8:45am – 5:15pm per day)
<b>Holiday Entitlement</b>	:	32 days (including 8 bank holidays)
<b>Contractual Sick Pay</b>	:	Commencing after 6 months continuous employment (terms applied)
<b>Full Driving Licence</b>	:	Essential

### Summary

Akita Systems Limited is an expanding business to business IT services company based near M20/M26 in Kent. We would like to offer an apprenticeship for an IT Support Assistant/Trainee to join our existing team. Our qualified and experienced engineers are customer focused and are expected to manage every aspect of customer accounts at both the granular and strategic levels. We will assign a mentor from our existing team to support the training and development of the apprentice.

As a business we specialise in hosted servers, virtual desktops, hosted email and hosted applications with particular regard to CRM and SharePoint.

The successful candidate must have a full driving licence with their own car. A company vehicle will be provided wherever possible for travel to customer sites. The right candidate must be located within a 20 mile radius of Junction 2 of the M20.

This is a fantastic opportunity to be part of a proactive, developing company.

### Purpose

Assisting the IT support team in all aspects of maintaining and providing IT services to our customers. The support team is the primary contact for our external customers when they experience IT technical issues and general queries.

The successful candidate will work closely with our well established and experienced IT support team allowing the apprentice to understand and participate in maintaining the services we provide whilst providing our customers with an excellent end user experience.

### Training

The apprentice will undertake the training offered by the apprenticeship service provider. In addition, to ensure that the apprentice fully utilises their training within the workplace they will work closely with the engineers and be assigned a mentor.

### Primary responsibilities

The successful candidate will be required to provide comprehensive support to our customers by telephone. The typical tasks may include, but are not limited to:

- To be the first point of contact for all incoming helpdesk calls
- Within the apprentice's skills set, provide first line helpdesk support to our customers
- To accurately record all relevant technical information regarding the reported issue into Akita's helpdesk ticketing system
- To assist with the setting up, maintenance and repair of computer linked and computer related equipment
- To collect and deliver computer equipment to customers
- As requested, to pro-actively undertake any other relevant duties as may be reasonably required by the IT support team
- With training and development to reach the point at which the apprentice can be assigned tickets to resolve themselves

**Required Skills and Industry Experience**

No previous IT experience or industry experience is required but the candidate will be expected to demonstrate a keen interest in IT and how systems work with a problem-solving approach to issues.

**Person Specification:**

- High level of professionalism
- Excellent organisational and multitasking skills
- Excellent time management & punctuality
- Excellent attention to detail; accuracy is key
- Excellent verbal and written communication skills
- Ability to work on own initiative
- Work well with people – in a team or independently
- Analytical, logical, tenacious and methodical approach
- Ability to cope with pressure working within a busy reactive environment
- An ability to both take instruction and self-learn
- Confidential and trustworthy approach to work
- Flexible and helpful attitude
- Self-motivated
- Excellent telephone manner

**Opportunities:**

With experience, there are opportunities for internal career development and progression.