

Do you love tech and want to solve problems? Are you eager to learn and get hands-on experience in a dynamic IT environment? Then this IT Apprenticeship is the perfect launchpad for your career!

Resman is a leading cloud-focused Managed Service Provider (MSP) dedicated to empowering businesses through innovative IT solutions. We help their clients streamline operations, enhance security, and boost productivity by providing top-level IT support and services.

We are seeking a proactive individual with a keen interest in technology to join the team as an IT Apprentice. You should be a great communicator with a positive attitude and a willingness to learn. No technical background is required as full training will be provided. As an IT Apprentice, you'll be at the heart of our operations, gaining valuable experience in a variety of IT roles.

In this role, you'll work towards your Level 3 Information Communication Technician Apprenticeship, delivered by our expert training team.

A Typical Day in the Job:

- Acting as the first point of contact for client issues and requests, by phone or email.
- Resolving IT issues such as password resets, setting up multi-factor authentication, and troubleshooting network problems.
- Configuring PCs and installing software for our clients.
- Understanding how cloud computing works and exploring platforms like M365 and Azure.
- Interacting with clients and colleagues through various channels, including phone, email, and video calls.

Full training and support will be provided by your workplace mentor.

Salary, Hours & Benefits:

- £15,000 starting salary
- Working Monday-Friday, 8am-4:30pm
- Hybrid working upon successful probation period (3 days in the office, 2 days at home)

- Flexible working
- 28 days holidays
- Staff social events
- Develop valuable technical skills and gain industry certifications included a Microsoft accreditation.
- Learn from experienced IT professionals in a supportive and collaborative environment.

Desired Qualities, Skills and Knowledge:

- Confident verbal communication skills
- Eager to learn
- Motivated team player
- GCSE Grade 4/C in Maths and grade 5/C in English is required for this role

Your Training:

This apprenticeship provides the skills, qualification and experience you need to immerse yourself within an exciting, fast-moving industry and become an effective IT Support Technician.

Next Steps:

If this sounds like the role for you, send us an application! Once we receive your CV, one of our team will be in touch to help you with the next stage. The application process includes an informal chat with our team, followed by a more formal interview if shortlisted.

Applications:

Please send your CV and covering letter to hello@resman.co.uk.

Eligibility Criteria:

You must have the right to work in the UK, and valid residency status to apply for this apprenticeship.