

<b>Job Title:</b>	Apprentice IT Support Technician
<b>Qualification:</b>	Level 3 Infrastructure Technician
<b>Location:</b>	Wotton-under-Edge, Gloucestershire
<b>Learning Provider:</b>	Gloucestershire College
<b>Duration:</b>	18 months

### What is an Apprentice IT Support Technician?

IT Support Technicians use tools to problem solve and trouble shoot non routine problems as well as setting people up on systems, providing support when it's needed and rectifying issues to maintain the organisation's productivity.

Working in our Business Systems Department, our IT Support Technicians play a key role in keeping our global IT infrastructure and desktop IT equipment running smoothly, within defined standards and procedures. This is a varied role requiring the ability to provide fast, efficient, and diligent support to keep our workforce productive when using technology in their own jobs.

As well as providing reactive frontline support to our global employees our IT Support Technicians play a proactive role in supporting the rollout of various business projects. Examples of recent projects include:

- Ongoing Windows 10 to 11 migration, with a similar project in the early phases to start upgrading to Windows 11 across the whole Renishaw group world-wide
- Provision of IT equipment and account creation with appropriate permissions to support our annual Early Careers intake
- Upgrading PCs installed with Windows 10 version 1909 to version 21H1 to ensure ongoing support from Microsoft

### Where will I be working?

This role is based at our headquarters site near Wotton-under-Edge, Gloucestershire. **You will need to be able to travel independently to work and college.**

### What will I do?

You will be working as part of our Service Desk team responding to service requests and incident reports for:

- Provision of PCs, printers and accessories
- Patching network ports for data and phones
- Provision of application software
- Remediation of faults arising with:
  - The use of our standard PC applications including MS Office, Visio, and Project
  - Server applications including MS SharePoint (intranet)
  - IT infrastructure e.g. WAN/LAN datalink outages and issues with access to data storage
  - Business critical applications e.g. printing from Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) systems

- PC hardware and raising a warranty case with the manufacturer when required

You will also be required to assist with ad hoc projects and activities in line with the wider Business Systems Department strategy.

This apprenticeship will provide an understanding of:

- Standards and protocols of different communications networks
- How to promote effective IT security protocols and systems
- Remote infrastructure
- The importance of effective data protection and privacy regulations
- Health and safety at work
- The Waste Electrical and Electronic Equipment directive

This will allow you to develop skills in: problem solving, prioritisation of tasks, time/work-flow management, effective communication, and customer service.

### **What qualification will I achieve?**

Successful completion of the apprenticeship will lead to the Level 3 Infrastructure Technician Standard which will enable you to apply to be on the register of IT Technicians, confirming SFIA Level 3 professional competence.

### **What skills and experience do I need?**

#### **Applicants must have:**

- 5 GCSEs grades 9-4 (A-C) including maths, English and a technology subject. The minimum of 5 GCSEs (or equivalent) at grade C/level 4 and above, including Maths, English and IT.
- A strong interest in IT, with the aptitude and enthusiasm to undertake an apprenticeship in this field
- A good understanding of software and hardware, knowledge of Windows 11 and Windows 10, and a general understanding of TCP/IP and networking
- The ability to work with a variety of PC software packages
- A current or recent job, this does not need to be in IT, and can be a paper round or Saturday job, as this demonstrates maturity, responsibility and independence
- Relevant work experience done through school or college would be beneficial although is not essential