

JOB TITLE: Graduate IT Technical Support Trainee

LOCATION: Market Harborough

JOB TYPE: Permanent, Hybrid

SALARY: £22,000

JOB PURPOSE

Are you wanting to kick start your career in the technical industry? Are you looking for a fun, supportive and inclusive place to work? We are looking for an eager IT graduate or within a similar field, with a passion for technology, ready to learn and grow with us, as we continuously develop within our fast-paced market.

Joining us as a Graduate IT Technical Support Trainee will mean reporting directly to our Technical Support Manager and being responsible for; remote fault logging and resolving, on-site system installs and maintenance, project management and long-term relationship building with both new and existing customers and suppliers.

RESPONSIBILITIES

- Maintaining Hosted Voice over Internet Protocol (VoIP) and Office 365.
- Understanding customer networks.
- Communicating with suppliers.
- Updating customers within service-level agreements (SLA's).
- Logging and resolving customer faults remotely.
- Support in pre-build and phone surveys.
- On-site system installs and maintenance.
- Project management.

ABOUT YOU

Essential:

- Recently graduated with a degree in IT, Computer Science, Cyber Security, or similar.
- Excellent time management, customer service, project management and phone manner skills.
- The ability to work well independently and as part of a team.
- Driven to go the extra mile.
- Tenacity to learn and grow with the business.

Desirable:

- Experience/qualifications in the technical field.
- Knowledge and skill using Microsoft 365.

LEARNING AND DEVELOPMENT

There will be an opportunity for the successful candidate to be developed into roles such as, telecoms engineering or project management engineering.