

Level 3 Information Communication Technician Apprenticeship

3C Falcon Road, Sowton Industrial Est., Exeter, Devon, EX2 7LB

We have an exciting opportunity for an enthusiastic individual to join our ICT department as a Level 3 ICT Apprentice. As part of a multi-disciplined team, this role is ideal for someone passionate about IT, eager to learn and develop technical skills and ready to support the digital operations of a growing business.

Key Responsibilities:

- Be first point of contact for ICT support
- Logging, categorising, investigating and resolving technical issues
- Supporting the Company's Remote Desktop System, POS application and line of business applications
- Troubleshooting connectivity issues
- Provisioning and roll-out of new devices
- Assisting on projects across the Company

What We're Looking For:

- An enthusiasm for IT with a motivation to develop your skillset.
- Strong people skills to help people and gain satisfaction from resolving issues.

About Us:

Original Style is one of the UK's leading tile manufacturers, importers and distributors, offering a premium range of ceramic, porcelain, glass mosaic and stone tiles. Manufacturing in Exeter, Devon since 1986, we combine traditional craftsmanship with modern technology to create innovative, high quality designs, alongside sourcing unique products from around the world.

With around 190 employees, 15 showrooms and a global network of retailers, Original Style is committed to continuous development as an industry leader and your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

HOW TO APPLY

Applicants should send their CV and a cover letter (including current salary and salary expectations) to Jade Calvert, Human Resources Advisor, by email to jcalvert@originalstyle.com.

JOB DESCRIPTION

JOB TITLE: ICT APPRENTICE

DEPARTMENT: ICT

REPORTS TO: ICT MANAGER

PURPOSE OF THE ROLE

You will be part of a multi-disciplined team, acting as a first point of contact for the support of applications and ICT infrastructure for the internal userbase.

Working within the ICT team you will respond to incoming support requests via the companies Service Desk application or telephone. Thereafter you will be responsible for initial investigation, qualification and categorisation all support tickets. You will apply known fixes where available, escalating to 2nd and 3rd line specialists or application developers for guidance and assistance where necessary.

MAIN RESPONSIBILITIES

- Logging, categorising, investigating and resolving technical issues raised by the userbase.
- Maintenance and cleansing of the Active Directory database, creating new user accounts, password resets, maintaining permissions and removing obsolete objects.
- Supporting the company's Business Management System, POS application and line of business applications.
- Supporting the Company's Remote Desktop infrastructure, troubleshooting logons and the desktop environment.
- Troubleshooting connectivity issues and supporting remote workers.
- Provisioning and roll-out of new devices (laptops, smart phones, thin clients, POS clients and warehouse scanning equipment).
- You will have a security first mindset, supporting and assisting the patch management program and ensuring that all configuration and permissions applied comply with ICT security best practices.
- Collaborating with subject matter experts to expand your knowledge and deliver more first-time fixes.
- You will have the opportunity to develop your skills and expand your knowledge assisting on projects rolling out new sites, infrastructure and applications.

HEALTH AND SAFETY

- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the role, but the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

PERSON SPECIFICATION

To succeed in this role, the person needs:

- An enthusiasm for IT with a motivation to develop your skillset and adopt new technologies.
- Strong people skills you will enjoy helping people and gain satisfaction from resolving issues.

HEAD OFFICE LOCATION

Original Style's head office is based in air-conditioned offices with free parking close to junction 30 of the M5 at Falcon Road, Sowton Industrial Estate, Exeter, Devon, EX2 7LB.

BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED

Please refer to the following websites: <http://www.originalstyle.com>
<https://www.clayandrock.co.uk>
<http://www.designworkstiles.com>
<https://www.countytilewarehouse.co.uk>

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