

JOB DESCRIPTION

Job title:	Apprentice IT Technician	Reports to:	Operations Manager
Main purpose:			
The main purpose of this role is to provide IT support to our clients, and to assist the team in completing various IT related proactive work and projects			
Level of responsibility:			
The role is office based and supervision will be provided at all times.			
Main duties:			
<ol style="list-style-type: none">1. Provide effective IT helpdesk support to our clients through the use of IT support tickets.2. Work with other IT support colleagues to ensure all issues are resolved as fast and efficiently as possible in line with SLAs.3. Assist the team in performing proactive maintenance work on our clients' IT equipment.4. Assist the team in planning and completing projects such as server and email migrations.5. Provide onsite support for clients when necessary.6. Maintain a good relationship with all clients.7. Continuously improve knowledge across various software and hardware used by clients and the support team.8. Occasional management of web hosting servers and minor WordPress changes.9. Contribute to our digital marketing strategy where appropriate.			
Notes:			
The Company reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility. Reasonable adjustments will be considered for any disability as required by Equality Act 2010.			

January 2024