

Service Desk Apprentice

2 positions, based at our Strata offices
£3.90 per hour + formal qualification
Fixed term 20 months – 37 hrs pw

About us

Strata Service Solutions Ltd is an exciting joint partnership between East Devon District Council, Exeter City Council and Teignbridge District Council providing a shared IT service for each of the three councils to utilise. The aim of Strata is to aid each local authority in building their individual IT capacity, while at the same time reducing the overall costs of operations. Strata Service Solutions will create resilience, savings and opportunities for all three councils to invest in IT and improve customer service.

About our Apprenticeships

As an Apprentice with Strata, we will give you all the support you need to become an IT professional. You will learn on the job from experienced professionals and, at the same time, work towards an appropriate NVQ college, with a view to gaining experience for a career in IT.

About the role

You will assist with providing 1st and 2nd line Service Desk support services which will include, answering technical queries, dealing with the maintenance of PC's and the network and the installation of new PC's, printers and associated hardware. You will also be responsible for the completion of associated administrative processes including, IT call logging, and asset management. Our Service Desk team is a technical team working with hardware and software which is state-of the art technology. You will be required to carry out trouble-shooting across the entire range of infrastructure, networks, systems and mobile working services.

About you

Ideally, you will have a good standard of education, with five GCSE's (or equivalent), but what we are really looking for is an enthusiasm for learning about us and studying towards an NVQ qualification. With good communication skills and a good level of computer literacy, you are reliable and flexible and have a positive outlook to work. You may be required to work at any of our 3 sites to gain the operational experience or assist with project work, therefore it is important you will be able to make travel arrangements to work in either Newton Abbot, Exeter or Honiton.

Apply

For more information and to apply for these exciting opportunities please visit

<https://exeter-college.enrola.co.uk/opportunity/5cd9328b84f7e>

For further information about this position please email Sue Langston; Service Desk Team Leader
sue.langston@strata.solutions

Closing date: 21st June 2019

Interview dates: 11th and 12th July 2019

Start date: 2nd September 2019