IT Analyst

A great and unique opportunity has arisen to join our ever growing Company. This position will give the right candidate the opportunity to develop and experience a wave of new skills and knowledge as part of our apprenticeship programme.

Job specification:

The apprenticeships role will include:

- As the first point of contact for our customers, respond to incoming calls, emails and requests through our Self Service Portal on a variety of queries across the range of company products
- Escalation of high priority and urgent requests in line with department procedures to ensure that Service Requests are resolved as efficiently as possible
- Build and nurture excellent working relationship with our customers, colleagues and partners that complement the services we deliver
- Provide training and support to newer members of the Service Desk in order to grow the department's collective knowledge and build upon our internal development and support philosophy
- Complete projects and tasks as assigned by the Service Delivery Manager and Senior Service Desk Analysts
- Deliver exceptional service to our customers and the business, in order to achieve the highest levels of customer satisfaction and contribute towards the business focus on client retention.
- Develop and maintain working and technical knowledge of the entire range of company products to the highest level. Including but not limited to; SQL Database administration and querying, Excel pivot tables and formulae and Remote Desktop Protocol

Skills required for this Apprenticeship:

- Excellent communication skills
- Proven experience in a customer support or customer service led role
- Effective problem solving and investigative technique
- Calm under pressure and able to effectively prioritise workload
- Broad understanding of HR processes
- Experience of providing technical support or software training
- Working experience of Microsoft SQL products or other relational databases and their accompanying software

Qualifications required:

You must have 7 GSCE's (C and above) - Maths and English is a must.

Training to be provided:

Software & Web Development Level 3 Apprenticeships - | City & Guilds Certificate in IT Systems and Principles | C&G Level 3 Diploma in IT Professional Competence. Either: | MTA in Software Development Fundamentals. Or: | OCA Java SE7 Programmer

Apprenticeship duration:

12-14 months

Working week:

37.5 hours (Monday - Friday, 9 - 5:30)

About QA apprenticeships:

QA Apprenticeships is an **Ofsted Outstanding** provider of IT apprenticeships. 94% of QA Apprentices secure permanent employment after finishing their IT apprenticeship. Multi-award winning - Apprenticeship Programme of the Year 2012, 2013 & 2014, Microsoft UK Partner of the Year 2013 Special Commendation - and the first IT apprenticeships business rated **Ofsted Outstanding** in all areas.

Future prospects:

94% of QA Apprentices secure permanent employment after finishing their IT apprenticeship. Additionally may be opportunities to undertake further learning such as Higher apprenticeships.

Contact:

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