Going Places Ltd.

JOB REFERENCE: **123-SJS10021**

JOB TITLE: **IT – Technical Support Apprentice**

EMPLOYER: **GOING PLACES LTD**

LOCATION: **SALISBURY**

SALARY: **£150 per week**

WORKING HOURS: **9.00am – 5.30pm (Mon – Fri)**

DESCRIPTION

Provide 1st line technical support services, quoting and helpdesk administration to ensure that all Avagio clients receive excellent customer service and solutions.

DUTIES TO INCLUDE

- Deliver 1st line helpdesk and technical support as required to our clients.
- Administer service tickets for the service desk, creating new tickets, updating and closing tickets.
- Receive and make telephone calls to our clients and suppliers to ensure first class leading service is provided.
- Create and follow through on hardware, software and service quotes to our clients.
- Maintain and update internal client documentation and database systems as required for our clients and the engineering team.
- Ensure client satisfaction is achieved and maintained.
- Be aware of commercial opportunities with existing and prospective clients.

SKILLS REQUIRED

- Understanding of PCs\Macs – various Operating systems and hardware
- Some fundamental networking understanding – eg TCP/IP, WWW, ADSL routers, wifi, security
- Understanding of MS Office and other mainstream applications.
- Have level of flexibility with regard to outside hours working.
- Be able to work on own initiative
- Have a "can do attitude" and contribute to a "winning" culture in the team.
- Be able to communicate clearly orally and via writing to staff, suppliers and clients.
- Enthusiasm and desire for making our clients lives better via technology.
- Be open and honest.
- Have sense of humour and be able to work as a team.

PERSONAL QUALITIES

An enthusiastic and professional attitude and commitment to learning new skills

QUALIFICATIONS REQUIRED

Five GCSEs Grade 9 – 4, or equivalent, Maths and English

Please send your CV, Application Form and a covering letter to:

Mrs Chloe Newton
Going Places Ltd
37 Guild Street
London
EC3R 9EH

Quoting Job Reference.