



IT Infrastructure Apprentice Advert

IT Infrastructure Apprentice

Based in our offices in Newbury town centre; apprenticeship course training via both block release (residential) and online

Working Monday to Friday 9.00am-5.30pm (37.5 hours) with some scheduled out of hours work.

Information Communication Technician – Level 3 Apprenticeship

Salary circa £15,500

About us

At Amberjack we've long been setting the standards in future talent and intake-based volume recruitment. Our advanced systems and intelligent solutions are designed to deliver the ultimate recruitment experience. From intelligent attraction to recruitment process outsourcing and bespoke assessment and selection tools, we work as an extension to our client's teams. We are the quality behind the quantity. We do what's right for our clients and their candidates. We don't know any other way.

The role

Due to continued growth, we have an exciting opportunity for an IT apprentice to join our team, providing IT support to our internal users. The role will involve supporting the infrastructure engineer in implementing, managing, and maintaining all aspects of Amberjack's internal IT infrastructure. You will also work alongside wider business area's such as information security, development team and our contact center.

You must be an excellent communicator and have the ability to work in a busy environment. Some duties of the role include, but not limited to the following:

- Physical / Virtual Servers
- Switches, firewalls, Routers, Wireless Access Points
- Desktop & Laptops
- Mobiles (iPhones)

- Cloud based SAAS services – O365 (SharePoint, OneDrive etc.), Anti-Virus, Five9 Telephony system, Network Monitoring, Freshdesk Ticketing System
- Active Directory, DHCP, DNS

Core responsibilities & activities

- Maintaining and supporting the office systems infrastructure, services, servers, networks and related equipment, through to desktop support.
- 1st & 2nd line infrastructure and application support
- Being first point of contact for any practical support issues in the office or for those working remotely, escalating anything that cannot be resolved to the Infrastructure Engineer
- Liaising with other areas of the business to promote and support any operational platforms throughout the business
- Managing Incidents and Service Requests within an agreed SLA
- Scheduled on-call out of hours support required & dealing with unplanned business critical out of hours issues as required
- Supporting the Infrastructure Engineer working on complex Incidents and problems to resolution
- 3rd party supplier management – work with vendors where required to resolve issues impacting usage of platforms
- Assisting in the delivery (and owning where appropriate) of Infrastructure projects
- Providing practical & best practice advice to the Board, Leadership team and wider Amberjack team
- Responsible for producing the monthly Infrastructure report (support tickets raised, performance against SLA etc) and collating information for reports from our cloud-based platforms
- Working alongside our Information Security Officer to enhance & complete security projects
- Supporting the IT team in delivering new projects which can add value to the business; including coaching users on the release of new functionality & features from our vendors to assist the business
- Support the wider Business Services team with practical responsibilities relating to the office building , facilities, office security and Health & Safety

Key Qualifications & knowledge

- minimum of Level 4 in GCSE Maths & English
- Genuine interest in IT & technology

- Knowledge of a broad range of computer hardware, software and understanding of how IT is implemented and used with a customer's environment
- Good desktop, server, and network troubleshooting skills
- Knowledge of Windows Server - 2012 R2, 2016, 2019
- Windows 10 administration (and some basic knowledge of Windows 11)
- A understanding of DNS, DHCP, TCP/IP, VPN networking. Active Directory user account and security group administration
- A understanding of Microsoft Office 365 suite and Office 365 Exchange online administration
- Cisco meraki infrastructure experience/knowledge
- Anti-virus software – Norton, ESET etc
- Apple iPhone setup and configuring for Office 365 email
- Ability to self-research and understand any current and new products within Amberjack environment
- Excellent communication to all levels of the business, organizational skills, good documentation skills and the ability to interact with and manage IT service providers
- 5 GCSES (or equivalent) or more to be accepted for the apprenticeship

Desirable Knowledge

- Corporate firewall management
- Familiarity with ITIL good practice
- Familiarity with ISO27001 Information Security Management Systems
- Hyper V Virtual Machine technologies
- Cyber security

Competencies:

- A positive “can do” attitude, combined with the ability to work independently.
- Adaptable - skillfully thinks on their feet in high pressurized situations. Ability to cope with the unexpected and manage problems.
- A good communicator - able to work with other areas of the business at different levels.
- Organization – self-motivated with good time management skills to manage own workload, and prioritize tasks.

How to apply:

Please apply with your CV, and a short overview of why you are interested in undertaking an IT Apprenticeship and the role at Amberjack.

Applications can be sent to joinus@weareamberjack.com

If you have any questions about this role, or need to access information in a alternative format then please contact the team on 01635 584130 or joinus@weareamberjack.com