

BESPAK 3 YEAR ADVANCED MODERN APPRENTICESHIP INFORMATION TECHNOLOGY

Do you have a minimum of five GCSEs (grade A* - C), including Maths, English and Information Technology?

Are you highly motivated, flexible and a good team player with a commitment to learning and a keen interest in Information Technology?

This is office based training combined with hands on practical experience in a customer focused environment.

Candidates for this role should be computer literate with strong communication, team working and customer service skills.

At the end of the 3 year apprenticeship programme the candidate will have:

- Experience of working as a key member of an IT service desk team
- Strong customer focus and interpersonal skills
- Knowledge of Bepak's global IT infrastructure
- Gained an understanding of working within an ITIL framework
- A knowledge of Active Directory
- An ability to troubleshoot and identify IT problems
- Hands on experience of resolving first line IT problems
- The ability to produce measures and provide feedback on IT service and performance

The apprenticeship programme will include one day a week off site training at a training provider and on the job training based at Bepak working alongside experienced and supportive colleagues. As well as earning a competitive remuneration package you will also gain recognised Information Technology qualifications.