Job Advert: IT Support Technician (Apprentice)

Position: Full Time **Salary:** £12,500 - £15,990

Location: East Kilbride G74 5PB **Hours: 37.5 per week**

About Us: Luma-IT are a small Manage IT Service Provider. We manage IT systems for small to medium size businesses across a wide range of customers across Scotland. Due to continued expansion we are looking to recruit a First Line IT Support Technician Apprentice who can provide exceptional service to our customers on both technical support and customer experience. Reporting to the Service Desk Manager you will join a team of highly qualified and experienced Technical Specialists.

First Line Support Technician (Apprentice):

Purpose of Post: Customer service is paramount, and our business has been built by establishing long-term relationships with our customers. As such, we require someone with excellent communication skills, and the initiative to create innovative solutions for customers, both via remote support, and field-based service.

We believe that IT is a perpetual learning environment and we encourage education, knowledge-sharing, interaction and collaboration throughout the business to ensure we continually evolve our offering and deliver the exceptional service our customers have come to expect.

The ideal person will have a proactive and flexible approach to work and will have a passion for IT. You will be keen to develop your own skills and above all deliver great solutions and superb service to our Customers. This is a diverse role with plenty of scope to develop and grow with the company.

Main Responsibilities

- Resolving support calls and emails in a professional manner in line with service level agreements
- Field support – site visits will be required for the installation and maintenance of equipment
- Updating support and documentation systems with accurate information and ticket details
- Performing remote maintenance and keeping logs updated and accurate
- Building and setting up new devices and systems

Experience:

The ideal candidate will have :-

- Highers in English and a science-based subject.
- Ideally have or working towards an HND or equivalent in a science subject such as Computing, Engineering etc.
- A demonstratable knowledge of computing
- A passion for computing and all things technology
- Full clean UK driving licence is essential. You will either have this or be working to pass this as quickly as possible.

Luma-IT 2018 Ltd, Westpoint House, 5 Redwood Pl, Glasgow G74 5PB
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Benefits:

- 28 Holidays per year
- Pension
- This role has scope for progression in terms on responsibilities & remuneration

Next Steps:

To Apply to our vacancy for IT Support Technician (Apprentice), please submit a copy of your CV for consideration to jobs@luma-it.com

We look forward to hearing from you.

Respectfully, we do not wish to engage the services of any agencies with our recruitment process.