

Job Title:	ITSD Apprentice - QA
Reporting to:	ITSD Shift Lead
Brief overview of the Company:	We help organisations use technology to achieve their long-term goals and objectives. As an IT solutions provider specialising in the development of simple, secure IT, we enable organisations to collaborate to meet their objectives and to grow. Our services span end-user computing, data centre services, security and more.
Brief overview of the role:	We are looking for someone to join our service desk team in our attractive offices, and form part of a small but lively development and support team. Full training will be provided, and there will always be possibilities for career development in this expanding business.
Who should apply	<ul style="list-style-type: none"> • Someone who has excellent time management and organisational skills • Someone who has a flexible approach to work at all times and the commitment to ensure tasks are completed to a deadline. • Someone who is able to respond quickly to changing priorities and work unsociable hours. • Someone who has the ability to produce clear and concise working processes and procedures
Duties:	<p>Routine duties include but are not limited to;</p> <ul style="list-style-type: none"> • Acting as an initial point of contact for external and internal customers providing support to users; ensuring that all communications to the Desk, phone calls, e-mails etc. are answered promptly and in a professional and courteous manner. • Provide alert/event management utilising a suite of monitoring tools. • Follow agreed procedures and local work instructions (LWI) to enable effective service and support delivery responsibilities across a number of IT service functions in accordance with agreed SLA's and KPI's. • Responsible for general incident management ensuring customers are provided with regular updates, and progression is made in line with Service Level Targets. • Ensuring that all actions and diagnostics performed within life-cycle of incident is recorded accurately in the Service Management Tool and that the incidents/tickets are escalated to the 2nd Line Support team where appropriate and in a timely manner.
Personal Attributes:	<ul style="list-style-type: none"> • Passion about Service Delivery • Analytical & Problem solving skills • Excellent Time Management & organisational skills • A flexible approach to work at all times and the commitment to ensure tasks are completed to deadline • Able to respond quickly to changing priorities • Ability to produce clear and concise working processes and procedures. • Ability to work proactively, under one's own initiative • Keenness to learn and progress professional career
Hours	<u>Current Shift Pattern:</u> 4 on 4 off – 12 Hour Shifts

	Shift pattern: 4, 12 Hour Day shifts, followed by 4 days off, followed by 4, 12 Hour Night shifts, followed by a further 4 days off, etc.
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Equal Opportunities

Prolinx does not discriminate on the basis of race, religion, colour, sex, age, disability or sexual orientation. All recruitment decisions are based solely on qualifications, skills, knowledge and experience and relevant business requirements.

The Job Holder will understand the regulatory, fair trading and competition rules relating to their work sufficiently to be able to comply with them, relying on their knowledge or on their ability to recognise that they will need specialist support.

The Job Holder will actively support at all times company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information. This includes the Security requirements of our customers