



Industrial Year Placement - Trainee Engineer

Role summary;

This is a fantastic opportunity for an individual who is passionate for IT and would like to start their career in IT with a rapid growing company.

Our trainee engineers will be able to gain vast amount of experience in all aspects of general technical support, troubleshooting issues, installation of business solutions with Microsoft and other products and resolving support queries.

This role requires highly motivated, focused and ambitious individuals in this fast paced and demanding environment who is technical minded wishing to grow their skills and knowledge.

You will be part of a team of our engineers who are passionate about IT and have a great mix of skills and experiences that they want to share with you. To be successful you will have a passion for IT and good troubleshooting and problem-solving skills with a strong focused on high quality standards and excellent attention to detail.

Main scope of the role;

- Troubleshooting and diagnosing IT Hardware and software faults
- Installing, supporting and maintaining new hardware and software
- You will need to manage your own ticket queue and monitor incidents to resolution in line with our processes and best practices
- Ensuring customer calls are managed efficiently and are dealt with professionally and competently and that they are recorded on the system and resolved within agreed SLA's
- Ensure that if required calls are escalated and communicated accurately and within the appropriate time frame.
- Working closely with other departments/organizations and collaborating with other IT staff
- Research, Testing and evaluating new technology
- Ensuring that all IT equipment complies with industry standards
- Assisting and supporting implementation of new applications



REQUIREMENTS

Ideal candidates will be up for a challenge and be enthusiastic good team player that is flexible, honest and reliable. You will also need to demonstrate;

- ✓ Basic Network & Server knowledge useful
- ✓ Knowledge of MS Office 2010 - 2016 and MS Windows 7-10
- ✓ Good knowledge of IT hardware/software trends and products and excellent PC skills
- ✓ Excellent verbal and written communication
- ✓ Ability and willingness to share knowledge across the team to aid learning and proficiency
- ✓ Effectively manage own time and workloads
- ✓ Ability to maintain professional manner under stress
- ✓ Capable of being highly responsive were required and have a strong sense of urgency and a commitment to follow through
- ✓ Ability to build and maintain effective and productive working relationships with both colleagues, clients and third parties
- ✓ Flexibility and willingness to work outside normal office hours
- ✓ Knowledge and understanding of confidentiality
- ✓ A current full driving licence
- ✓ Willingness to increase your knowledge base of IT through home-studying/Higher Education courses.

So if you think you have what it takes to be part of 5c Services team we would love to hear from you. To apply for this position please fill in the application form together with the cover letter stating which job you are applying for and any other relevant information not covered in application form to; Katarina Cook by e-mail at recruitment@5cservices.co.uk or by post to our Builth Wells office address. If you have any questions please phone; 01982 552 239 and ask for Kat or Mike Cook. Start date for this Placement will be Sep 2019.