

SERTEC APPRENTICESHIP VACANCY

I.T. Support Technician Apprenticeship

Site: Wincaster House

Hours of Work: 39 hours, Monday to Friday

Expected Apprenticeship Duration: 18 months

Possible Start Date: September 2022

Who are Sertec?

Sertec has proven world class performance, supplying quality parts to world class customers within the automotive industry. Our exceptional success is based upon our constant awareness that our people are our most valued resource and we work together to be the best at what we do!

Today we are one of the largest independent manufacturers of presswork and assemblies in Europe, producing and distributing millions of parts per week across several sites in the UK, Europe and Asia.

We believe in:

- Being the best at what we do, as individuals and as a company
- Empowering our staff to drive the business
- Being responsive and continuously exceeding our customer expectations
- Working together to achieve our shared mission
- Providing a positive environment, that is more than just a place of work.
- Being committed to the brand and our values, and continually investing in our staff

What does a I.T. Support Apprenticeship involve?

I.T. Support Technician Apprentices play a crucial role in ensuring that IT systems are operating at optimal performance, resolving user queries, and troubleshooting issues within a helpdesk environment.

Typical duties include:

- Maintenance of Internal departmental records, i.e. IT Inventory, hardware/software maintenance contracts and license agreements
- Control / purchase computer consumables
- Administration of the IT Helpdesk, providing 1st tier / 2nd tier support / technical assistance to PC users
- Systems backups / control / maintenance;

- Setup / install / relocate – new / existing computer equipment as required.
- Periodic travel around Group sites to perform any duties detailed
- Ant-virus updates, clear downs, license audits, new application / client roll outs
- Any other ad-hoc duties deemed necessary to assist the commercial department

What does a Sertec apprenticeship involve?

As a Technical Cost Estimator Apprentice you will undertake a structured 18-month development programme, where you will have the opportunity to develop your knowledge and skills whilst working directly with industry professionals. You will gain hands-on experience, alongside college-based learning which will provide you with the best start to your career in our commercial department.

Why choose a Sertec Apprenticeship?

Sertec Apprentices will be provided with numerous opportunities to develop, throughout the programme and beyond. During the programme you will be supported by a dedicated mentor, allowing you to learn directly from an expert in the field. You will also gain industry recognised qualifications alongside hands-on experience within the automotive industry.

Sertec strive to create a welcoming and collaborative environment where all our employees can bring their authentic selves. We show respect and care towards one another and work together to create a safe and collaborative environment where all thoughts and opinions are welcome.

What are we looking for?

Sertec are looking for the best. Whilst academic success is important, so too is your drive and determination to work within the automotive industry.

Desired Skills and Behaviours:

- 5 GCSEs or equivalent at C grade or above (Grade 5-9), (including Maths, English and Science)
- Genuine interest in IT solutions
- Problem solving skills
- Excellent communication skills
- The enthusiasm to learn new things
- A willingness to work as part of a team
- Ability to take and follow instruction
- A keen eye for detail.

How to Apply

If you, a family member or a friend would like to apply for the 2022 I.T. Support Technician Apprenticeship, please apply on the website at

www.sertec.co.uk/apprenticeships-overview/