



IT Apprentice

Role Description:

In this role you will be responsible for providing first line support and maintenance of the IT systems, and to support the customisation of new and existing IT systems.

In this role you will be expected to:

- Provide first line IT support.
- Have a full understanding of the systems and processes across the business.
- Communicate effectively with staff at all levels of the business both verbally and in written form.

Responsible to: IT Manager

Key Results Areas:

IT Support (Quality and output)
IT Systems Customization (supporting IT Manager and Sys Admin)

Key Responsibilities	Activities
<i>First line support</i>	<ul style="list-style-type: none"> • Actively improve customer satisfaction by answering incoming calls within 3 rings • Resolve any immediately solvable problem. • Escalate any other problem to the relevant person within the ICT department. • Report any suspected “bugs” to external support where appropriate. • Report any enhancement requests to NetSuite and keep staff updated as to the progress of their request. • Support and maintain equipment (desktops, laptops, printers and other peripherals). • Support business systems such as phones, CRM, Quote and Design tools.
<i>NetSuite Maintenance</i>	<ul style="list-style-type: none"> • Run daily, weekly and monthly maintenance. • Maintain “public” saved searches and views. • Create and modify NetSuite searches and reports. • Maintain NetSuite forms to make sure they meet the business needs. • Create and modify NetSuite email templates. • Maintain roles and dashboards for staff.
<i>Documentation</i>	<ul style="list-style-type: none"> • Document the internal design of any customisation in order to ease maintenance in the future. • Create and maintain user instructions and maintenance guides where appropriate.
<i>NetSuite Support</i>	<ul style="list-style-type: none"> • Work with other members of the IT Department to develop bespoke solutions suited to the business needs. • Willingness to learn JavaScript, HTML, FreeMarker and basic SQL to support NetSuite customisation. • Maintain own tasks within the company project management tools.

<p>Our Values:</p> <p>Integrity – Doing the right thing to make a difference. Focus on honesty and quality.</p> <p>Diligence – Taking care of every details to do things the right way. Focus on detail, accuracy and consistent effort.</p> <p>Empowerment – The freedom to challenge, innovate and improve. Focus on continuous improvement with enthusiasm.</p> <p>Nurture – caring for our customers and colleagues. Focus on relationships with genuine care.</p>	
<p>Other Duties:</p> <p><i>The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.</i></p>	<ul style="list-style-type: none"> ● To participate in the company’s appraisal process. ● To undertake relevant staff development/training. ● To be responsible for the health and safety of self and others. <p><i>Job descriptions will be reviewed regularly to ensure they are an accurate representation of the post.</i></p>
<p>Key Skills & Knowledge:</p>	<ul style="list-style-type: none"> ● Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities. ● Good working knowledge of Microsoft Office Products (Excel, Word, Outlook). ● Ability to be flexible and work hard, both independently and in a team environment, in a high pressure on-call environment with changing priorities. ● Able to communicate both written and orally, good attention to detail and to present information clearly and concisely. ● Able and willing to follow instruction and learn new tasks. ● Commitment to completing the apprenticeship. ● Working knowledge of JavaScript and HTML. (desirable)