



CLEAR THINKING SOLUTIONS

WE ARE HIRING

IT APPRENTICE

Work, Learn & Earn

**THIS IS
US...**

**IS THIS
YOU?**

Family-run

Solution-driven mindset

Empowering

Clear communicator

Forward-thinking

Logical thinker

Spirited & holistic

Professional & polite

Committed to training

Eager to learn

APPLY TODAY:

<https://clearthinking.co.uk/vacancies/>



| clearthinking.co.uk | careers@clearthinking.co.uk



An excellent opportunity for an organised, proactive individual ready to kickstart their career in IT.

This is an ideal position for a proactive self-learner looking for an IT company that will actively support their Apprenticeship training. The right candidate will join a Service Desk team that delivers IT Support to a high standard, always ready to go above and beyond for Clear Thinking's valued customers. Clear Thinking are a professional yet personable Managed Service Provider (MSP) supporting multiple organisations with secure, compliant technical solutions.

Location: Billericay, Essex

Wage: National Apprenticeship Wage

Essential Skills

- Already the go-to person for fixing IT issues for friends & family.
- Genuine drive to deliver secure, compliant technical support.
- Logical thinker and trouble shooter with an excellent eye for detail & technical patterns.
- Ability to take ownership and responsibility of tasks.
- Excellent attention to detail with information gathering and data inputting.
- Excellent customer service excellence over the phone and in person.
- Proven record of excellent time management.
- Willingness to learn and a strong ability to listen & follow instructions.
- A strong command of written and spoken English.
- Absolutely trustworthy with high standards of personal integrity and responsibility.

Bonus Experience

- Customer facing or call handling work experience
- Independent technical / IT training or self-study

Desirable Qualifications:

- A-Levels or equivalent.
- GCSE Maths and English.

General Duties:

- Attend internal and external training at college - 1x day a week college release.
- Complete and deliver internal and external training on time and to a high standard.
- Gain a clear understanding of the Clear Thinking customer base.
- Proactively answer the service desk phone within 3 rings.
- Create and log Service Desk tickets accurately and within Service Level Agreements (SLA's).
- Provide end-user, desktop IT support to diagnose and resolve technical issues.
- Build a positive working relationship with the business and customers.
- Apply logical trouble shooting within your technical ability.
- Support users on both hardware and software applications.
- Follow the escalation process for issues above your technical knowledge.
- Provide clear & accurate communication of information internally to the team and externally to customers.
- Expand your technical knowledge through self-advancing.
- Shadow senior team members to enhance technical knowledge.
- Report to Service Desk Manager and Company Directors.

Company Benefits:

- Excellent career opportunities.
- Wellness promoting company: Office Gym, Cycle to work scheme and free eye tests.
- Recreational activities and team lunches.

To apply, please email your CV and a covering letter to careers@clearthinking.co.uk
[Clear Thinking I.T | Facebook](#) [\(1\) Clear Thinking: My Company | LinkedIn](#)