



JOB VACANCY EXTERNAL

G.R. Lane Health Products Limited; is a family owned well established manufacturing business based in Gloucester. The company is a market leader in the natural healthcare field with a broad range of branded healthcare products, which combine the elements of science and nature.

Job Title	Information Technology Support Apprentice
Job Type	Permanent
Hours of Work	37.5 hours a week 08.00 to 16.45 with 30 minutes for lunch Monday to Thursday & 08.00 to 12.30 on Friday
Salary	To be discussed
Reporting Direct To	I.T. / C.S.V. Manager
To Apply	Please email your CV to GRLHumanResources@laneshealth.com along with a covering letter

Closing Date for Application: 6th October 2023

POSITION OVERVIEW

Provide 1st line support to 200 users in line with ITIL requirements, supporting staff with Windows 10 usage, password resets, email, Office 365, Printers, Wi-Fi and mobile usage by using remote tools or attending in person.

MAIN TASKS AND KEY RESPONSIBILITIES

- Respond to end user software or hardware issues via helpdesk, phone or in person.
 - Prioritise urgent issues for senior technicians and engineers.
- Deploy PC's and laptops using deployment software or by install media.
- Perform hardware upgrades as required.
- Deploy mobile devices via MDM software.
- Develop and manage productive relationships with key users across the company.
- Gain a basic overview of the infrastructure, telephony, site security systems including (Fire, Intruder) and MRP system.
- Actively support the documentation associated with these systems.
- Craft knowledgebase articles for the Service Desk.
- General IT asset management and maintenance of asset listings of hardware issued to users.
- Maintenance of IT Consumable stocks
- Compile training documentation to hand out to users on induction covering use of the Service Desk, Office 365 packages.

SKILLS / ABILITIES

Competencies

Proficient with PC programs, i.e. Office (Excel, Word, and PowerPoint etc.)

Skills

- Computer literate and confident in the use of Microsoft Office.

Courses

- Study for ITIL Foundation and CompTIA A+ certifications

Behaviours

- Deliver consistent results with high integrity; demonstrates accountability to commitments and deadlines; acts with flexibility, perseverance, and urgency in delivering results
- Receptive to feedback, coaching and challenging assignments; builds the capability of self
- **Personal**
 - Flexible approach to working; focused attitude, resilient and enthusiastic in all areas.
 - Resilient and enthusiastic