

Position:	Technical Support Apprentice
Job Overview:	The IT Apprentice's main role is to Provide 1 <sup>st</sup> line Application support and basic systems support to a fast paced and technically challenging environment. The IT Admin will be an active interface between the customer facing users and technical teams.
Principle Interactions	<ul style="list-style-type: none"> <li>(i) Reporting to the IT Manager &amp; working very closely with Network Security Engineer and Software Development Team</li> <li>(ii) Key interaction with IT and Product teams</li> <li>(iii) Interaction with all Skyguard employees</li> </ul>
Scope of work	<ul style="list-style-type: none"> <li>• Covering a wide variety of activities within the software development lifecycle, with the option to specialise or focus on a particular aspect</li> <li>• Assisting in configuring and maintaining all service related infrastructure</li> <li>• Assisting the technical team in supporting a CI/CD environment for web based projects</li> <li>• Assisting the technical team in the configuration of servers</li> <li>• Supporting the technical team with identifying, collecting and migrating data</li> <li>• Assisting the technical teams with Scripting application upgrades</li> <li>• Assist the technical teams with preparing and/or maintaining PowerShell scripts</li> <li>• Monitoring and action events raised from dashboard monitoring tools</li> <li>• Assisting the IT Manager on larger projects, ad-hoc requests &amp; documentation</li> </ul>
Skills and experience	<ul style="list-style-type: none"> <li>• Self-motivated with the ability to prioritise tasks and manage own time effectively using own initiative</li> <li>• Experience working in a team in an agile environment</li> <li>• Knowledge of PowerShell Scripting and Node.JS</li> <li>• Awareness and knowledge of relevant data tools and systems</li> <li>• Interest in customer facing issues resolution</li> <li>• Ability to communicate with technical &amp; non-technical peers</li> <li>• Natural interest in IT with a desire to stay abreast of new technologies and the ability to understand user's technical requirements when described by users who are using everyday language.</li> <li>• Awareness of Jenkins or Octopus</li> </ul>
Personal Characteristics	<ul style="list-style-type: none"> <li>• Well organised</li> <li>• Results driven with a hands-on, proactive can do attitude</li> <li>• Ability to get along with a range of personalities.</li> </ul>