



Job Description – Trainee IT Engineer

Job Element	Detail
Job Title	Trainee IT Engineer
Reporting To	Paul Spencer – IT Manager In turn to David Freeth – Finance Director
Department/Location	Technical / Birmingham
Main Purpose	Through on job training, over time the role will provide systems, network and comms support, including Email, AD, Exchange and storage support/ maintenance, installations and upgrades.
Duties & Responsibilities	<p>Over time and with relevant support and training, the Trainee IT Engineer's role encompasses the following areas that are detailed below in order of anticipated focus:</p> <ul style="list-style-type: none">● To provide desktop and laptop support, server and general peripheral support and assist all Ridgian internal users● To undertake and complete all tasks allocated by the IT Manager



	<ul style="list-style-type: none">● To work with leading edge technology and gradually move into a role that is independent of the IT Manager executing your own tasks and those given to you by the IT Manager● To learn from and share information with other members of the technical teams within Ridgian. To grow your technical skills within the core infrastructure services arena.
Technical Skills Overview	<p>The successful candidate will learn the following technical skills and we would expect previous exposure to some of the following areas:</p> <ul style="list-style-type: none">● PC, Server and network support● Latest Windows Server platforms,● SQL Server, Security, Storage, Unified Comms,● Networking technologies including VoIP and Cloud Computing● Windows 8● Server virtualisation● Microsoft based security● MS Lync● Office 365● Windows Azure / Cloud OS● System Centre 2012 Suite
Personal Skills Requirement	<ul style="list-style-type: none">● Strong communicator with the ability to update others on progress made and issues faced● Calm and considered manner● Supportive to other members of staff● Task orientated and able to work to lose guidelines● Self-motivated



	<ul style="list-style-type: none">● Inquisitive by nature around new technologies whilst still wanting to work on in house technologies● Committed character and excellent time keeper
Qualifications	<ul style="list-style-type: none">● Ideally you will be educated to A' Level, BTEc or NVQ level in a business and IT related subject. Most definitely you will have GCSE Maths, IT and English, ideally coupled with further education around IT systems or Software.
Salary & Benefits	<ul style="list-style-type: none">● Salary – £10 - £13k● 23 days holiday● Occupational pension scheme● Death in Service - 3 x salary● Private Medical healthcare● Flexible working conditions

Notes

This job description may be amended following consultation with the post holder and is subject to review as part of the appraisal process.

You will, in general also keep abreast of all legislative and technical changes in relation to responsibilities and duties of the post. (e.g. with respect to licensing)

You will maintain a professional code of conduct at all times and also ensure that a strict code of confidentiality is maintained as appropriate. Please refer to the employee hand book for further information on these areas.