



We offer apprenticeship training to employers wishing to upskill their new or existing employees

Benefits

- Provide technical support to customers, both internal and external, through a range of communication channels
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools
- Interpret technical specifications
- Apply the appropriate security policies
- Undertake the relevant processes with the relevant tools and technology to resolve technical issues
- Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation expectations

