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## Apprentice IT Engineer

The S & A Academy [↗](#)  
Kingston upon Hull HU3 2DB

From £7.55 an hour - Apprenticeship

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Pay

From £7.55 an hour 

▼

Job type

Apprenticeship 

▼

### Location

Kingston upon Hull HU3 2DB

### Full job description

**Job Summary**  
We're looking for An Apprentice Engineer to deploy and manage our Products and Services. This is a mixed role, both Field Engineer, helpdesk and workshop technician. The ideal candidate will have a keen interest in IT, an analytical mind with a real problem-solving ability. If you're excited by helping our end users get the best out of their tech, committed to delivering a great customer experience, our Service team is right for you. Additionally, you'll provide installation, routine maintenance, and fault repair to a range of office technology products in and around the North of England.

- Responsibilities**
- Provide routine and emergency fault diagnosis and repair of office technology
  - Provide service to Printer/MFP fleets
  - Maintain detailed records of repairs and maintenance works
  - Maintain and provide an accurate record of stock and parts inventory
  - Assist in the ordering of parts and materials for the ongoing service of office technology
  - Provide setup, commissioning, and delivery of office technology products to locations around Yorkshire and beyond.
  - Train end users in the proper use and training of the hardware and software provided.
  - Maintain accurate records for expenses, mileage, and other relevant information in line with the role.
  - Perform other duties as assigned by your line manager.
  - Perform to KPI's in line with company policy.
  - Influence product development by working closely with our product, marketing, and sales teams to collect and digest user feedback.
  - Contribute to our support documents to ensure they're clear and accurate, and research and write new content to fill any gaps.
  - Help improve the technical knowledge of our sales team, coaching them on new developments within 360 Office and the wider 360 Office ecosystem

- What we're looking for**
- Maintain a laser focus on quality, with top-notch written and spoken communication.
  - A technical predisposition, and the desire to learn
  - A can-do attitude with a focus on delighting users
  - Willingness to work hard with an excellent work ethic
  - Full Clean UK Driving License & Car
  - Demonstrable exceptional writing skills and attention to detail

Job Type: Apprenticeship

Pay: From £7.55 per hour

Expected hours: 33 per week

Work Location: In person

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