

Phillips & Cohen Associates (UK), Ltd.

Job Title: I.T. Apprentice
Responsible to: I.T. Manager
Interfaces with: Suppliers and PCA Colleagues
Location: Exchange Quay, Manchester
Date: ASAP
Salary: £11,000 starting salary then Apprentice Development Path

Are you friendly and wish to work in a 'technology evolving' fast paced environment?

This is an exciting opportunity to join the world's market leader in the highly specialised area of probate debt recovery industry.

We are looking for an I.T. Apprentice to be a part of the Elite in the Finance Collections Industry. We have recently been awarded the highly prestigious Investors in People GOLD / Champion status and Health & Wellbeing Good Practice Award

The Role:

We are looking to fill this post with someone what wants to gain new skills by working with an experienced team within a cutting-edge financial environment and in a great location by Salford Quays. Full training will be given and time released through the working week for an excellent I.T. Apprenticeship with opportunities for further supported studies.

Responsibilities/Key Tasks:

- Provide 'hands-on' user desktop support through e-mail, telephone and face to face.
- Managing and supporting Client / Server applications, including system backups.
- Supporting 'Server to Desktop' technologies e.g. Microsoft Remote Desktop & Citrix XenDesktop.
- Assisting IT / MIS teams in providing 1st and 2nd line support to end users.

The following experience is beneficial but not essential:

You will have knowledge of some of the following; Windows 7/8/10, Server 2012, Office 2010 and Office 365 & VMware, along with the following skills:

- Excellent Communication – both written and verbal, with attention to detail.
- A consistent professional approach to all tasks.
- The ability to remain calm, confident and knowledgeable will be critical to your success in this role.
- Ability to work proactively, establish good working relationships and think strategically.
- Excellent troubleshooting skills.
- Willing to share techniques and skills with peers.
- Be self-motivated and consistently looking to learn new technologies.

Working Pattern – 37.5 hours per week
Monday – Friday 8am – 4pm or 9am-5pm

What's in it for you?

- Full training and support by our friendly team

Proprietary & Confidential to Phillips & Cohen Associates, (UK) Ltd.

Phillips & Cohen Associates (UK), Ltd.

- Luxurious office environment in a superb location
 - 31 days holidays per year including 8 bank holidays
 - Reserved secure car parking spaces available
 - Comprehensive benefits and discounts package
 - Healthcare Scheme*
 - Company pension plan
 - Life Assurance*
 - Cycle2work scheme
- *after probationary period