

IT Support & IT Technical Support Apprentice

Can you handle the ever-changing world of IT?

If you're passionate about technology, love to solve problems and want a career in IT support, then this is a superb opportunity to start your career with us!

Our Company:

MCS is a friendly IT software company with approximately 50 employees.

MCS creates, sells, implements and supports our rental software solutions to companies that hire equipment and service events. MCS have offices worldwide and sell direct from multiple locations in Europe with re-seller partners in Worldwide

The Roles of IT Support & IT Technical Support Apprentice:

As the IT Support or IT Technical Support Apprentice, you will be joining a highly experienced team that provides the first point of contact for customers of MCS. The team deals with everything from customer queries through to resolving and advising on technical problems related to our client's software solutions.

This is a busy role in an evolving environment.

The IT Support Apprentice role covers all aspects of solving our customer's software issues such as invoice analysis queries or financial accounting challenges and involves SQL Database work

The IT Technical Support Apprentice covers all aspects of the Windows Platform, printers, connections and Servers.

Our end users are worldwide so it would be an advantage to have a second language such as French or German.

Requirements of IT Support Apprentice:

To be considered for this opportunity, you must have: -

- Excellent written and spoken English
- Computer literate with good analytical skills
- Previous experience of supporting customers or customer service roles
- Team Player - great communication skills
- Be able to prove that IT is your preferred path or an enthusiasm for IT

Training Offered:

Training will be done as a combination of on the job work experience and 1 day at collage per week.

Location:

Based in our offices in White Waltham.

Benefits: 22+ days holiday, Private Healthcare, Flexible benefits scheme, Pension

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