

# Job Vacancy:

## IT Apprentice

### About us:

Advanced Ltd have been designing and manufacturing life-saving products for over 20 years, protecting iconic buildings across the globe and the people within. Our team members are passionate, driven and up for a challenge.

We are a wholly owned subsidiary of Halma plc, a FTSE 100 listed company. Halma is “a market leader in specialist safety, health and environmental technologies” and has a purpose of ‘Growing a safer, cleaner, healthier future for everyone, every day’.

### The job:

As part of the IT team, you will contribute on a daily basis to providing IT services which are robust, resilient, secure, efficient and provide value for money. You will support Advanced and our staff to use technology to collaborate more effectively and work more productively.

As part of your day you will:

- Provide first line support to our staff (via email, Teams, phone and face-to-face) to resolve incidents and fulfil service requests.
- Manage a number of open tickets appropriately to reflect priorities and meet customer expectations – triaging and escalating to other members of the IT team or suppliers as necessary.
- Proactively maintain and monitor our infrastructure, systems and devices to maintain accurate records, prevent issues and ensure Advanced is protected against cyber-attacks.
- Support the implementation of projects and initiatives – for example, undertaking testing and developing user training and documentation.

### About you:

The successful candidate will be enrolled on the BSc Digital & Technology Solutions Degree Apprenticeship. This is expected to be delivered by QA in partnership with Northumbria University. To be eligible to enrol for this apprenticeship you must hold a Level 3 qualification in STEM subjects (e.g. 2 x A Levels, BTEC Diplomas, Apprenticeships, or equivalent).

To thrive in this role you will have:

- Experience in using IT and supporting others to use IT would be beneficial.
- Some experience working in a customer facing role and meeting customer requirements.
- An understanding of technology and passion for using IT to improve and innovate.
- Customer service skills with commitment to excellent service delivery.
- Analytical skills and enthusiasm for solving problems
- Good organisational skills and great attention to detail.

**Job location:**

- The Bridges, Balliol Business Park, Newcastle Upon Tyne NE12 8EW

**To Apply**

If you're excited by this opportunity, we'd love to hear from you! Please tell us about yourself by uploading your CV: [https://halma.wd3.myworkdayjobs.com/en-US/Halma/job/Newcastle/IT-Apprentice\\_JR25\\_000714?hiringCompany=75705bdd576d10010b948371c5560000](https://halma.wd3.myworkdayjobs.com/en-US/Halma/job/Newcastle/IT-Apprentice_JR25_000714?hiringCompany=75705bdd576d10010b948371c5560000)