



JamTek Solutions Ltd
Office 9, Britannia House
Base Business Park
Rendlesham
Suffolk
IP12 2TZ

About us:

Since 2016 JAM-TEK have organically grown to become a trusted partner of many businesses within East Anglia and Suffolk.

Our two directors formally employed by Suffolk Police for a combined 30 years, decided they wanted to create an IT company with a difference.

An IT company that speaks your language, understands your business and delivers services that not only meet your requirements but also drive down cost and deliver real business benefit.

Our goal is simple, understand your business, deliver efficient, friendly and effective services to our fantastic business communities across Suffolk and East Anglia.

Job Summary:

Job role: 1st Line IT Technician

Apprenticeship qualification: [Information communications technician / Institute for Apprenticeships and Technical Education](#)

Place of work: Office 9, Britannia House, Base Business Park, Rendlesham, Suffolk, IP12 2TZ

Hours: 30-40 hours per week, including your 6 hours off the job training towards your apprenticeship qualification.

Salary: £7 per hour

Holiday Entitlement: 28 days annual leave (including bank holidays)

Staff Benefits: Birthday off

FREE Parking

Tea, Coffee and Kitchen facilities

An exciting opportunity to develop a career in IT. Working for a fast-growing IT company. The primary focus of the role will be to provide IT support to an extensive and diverse customer base. The role is primarily office based but will require travel to customer premises on occasion.

Job Role:

- To Assist in the delivery of IT Services to our extensive and diverse range of business clients
- To enhance our service offerings to local Business Clients
- To assist in the delivery of social media and web-based promotions
- To monitor and manage our IT infrastructure.
- To monitor and manage Infrastructure on behalf of our clients.
- To communicate effectively to clients and suppliers
- Monitor and maintain key infrastructure.
- Monitor and maintain key customer Infrastructure.
- To resolve issues in an efficient and timely manner
- To learn the current environment and technologies in use
- Understand and learn new technologies creating products and tools for clients.
- Install Hardware and Software for customers.

Desirable Skills:

- Understanding of Desktop environment.
- Understanding of windows Operating systems.
- Understanding of cloud computing (office 365, AWS, Google).
- GCSE, A Level or equivalent qualification in IT
- A driving license is desirable. Post apprenticeship this role will require the ability to travel.

Person Specification:

- Enthusiasm for working with customers.
- A keen interest in delivering Technologies to meet the customers' needs and requirements.
- A love for problem solving.
- Commitment to the Customer first
- A positive approach to learning and gaining new skills through teamwork and training opportunities.
- Excellent Telephone Manner
- Understanding of Basic IT
- Good organisational, Problem solving and planning skills.
- Punctuality
- Excellent communication skills, with all levels of Business
- Patience
- Reliability and trustworthiness

This role for an individual who is keen to get into the world of IT. The successful candidate will have a great opportunity to develop their skills across a vast range of IT disciplines. Providing a unique and exciting opportunity to grow with the company.

The ideal candidate will have the desire to learn and grow with the business whilst ensuring the high standards of the company are maintained.

If you wish to express your interest in this apprenticeship role, or find out more information please contact: apprenticeships@suffolk.gov.uk