**Cambridge Technical Introductory Task**

* Locate four Job advertisements for work in the IT industry. They can be for different aspects of the IT industry but they should be entry level positions. They can be obtained either from a news paper or the internet.
* Identify the skills, personal qualities and qualifications/subject knowledge required from applicants for each of these employment opportunities. There is an example below.
* Make a list of all the skills and qualities asked for from all 5 job adverts and note how frequently they occur
* Work to be handed in FIRST LESSON BACK IN SEPTEMBER

**Technical Support Apprentice: ROMSEY  HAMPSHIRE**

**Job description:**

Technical Support Apprentice to join a team within a company that provide EPOS, stock management and reporting solutions. The role is based in West Wellow, Hampshire.

The prime role of the candidate will be to learn the range of hardware and software solutions available and to offer technical support to the customers. This could be over the phone, using a remote connection and on occasion during site visits. The successful candidate will enjoy a range of experiences within the work place and be given opportunities to progress within the company and start a career.

**Duties will include:**
- Learning the range of solutions
- Support customers technically with issues as they arise
- Assist with preparation of new system installations
- Log support queries and keep track of their status
- Escalate support queries as required
- Report to lead technical

**The Company**
The company are a supplier of EPOS, stock management and reporting solutions to the hospitality, retail and educational sectors. They offer services included but not limited to; consultation, installation, training and support services.
Due to recent successes and continued growth within both hospitality and retail sectors, they have a new position for a technical support apprentice available. They are looking for an enthusiastic candidate who is willing to start from the ground up and learn everything there is to learn about the world of EPOS.

**Training**
The qualification will take a minimum of 12 months to complete.

**Skills required**
- Competent computer skills
- Knowledge of Microsoft Office products
- Able to work on independent tasks or as part of a team
- Working knowledge of networking a bonus

**Personal qualities**
- Organised and self motivated
- Able to work independently or as part of a team
- Responsible
- Good communications skills

**Qualifications required**
GCSE or equivalent in English, Maths, Science
ICT Qualification or similar could be beneficial

Hours: Monday - Friday 8.30am - 5pm. (subject to change) 37.5 hours per week
Salary: £3.65 per hour (£136.88 per week)