

JOB VACANCY



trac

IT SUPPORT APPRENTICE TRAC INTERNATIONAL LTD

OVERVIEW

TRAC International Group provides first class engineering products & services operating worldwide across key business sectors. The IT Support Apprentice role is to assist in providing IT and system support to the TRAC group companies as part of the central business support services with a view to gaining experience and taking on key areas of responsibility.

The role will include enrolment on RGU's apprenticeship degree program working towards a 4-year IT honours degree qualification, funded by Skills Development Scotland. Therefore, an ambitious school leaver would be ideally suited to apply.

The IT Support Apprentice may work on a variety of tasks within the Business Support Department and will report directly to IT Systems Analyst. Tasks will cover a range of areas across the business infrastructure which includes hardware, software, telecoms and networking.

The successful candidate will be motivated and enthusiastic to work in the IT industry as part of a small team in a growing company.

KEY FUNCTIONS – IT

- Hardware setup and troubleshooting support
- Assist logistical and system support
- Maintain support documentation and audits / logs
- Offer first-line support (on-site and remote, site visits if necessary)
- Software / system training, installation and troubleshooting
- System / tech administration across network (including on-prem, virtual & cloud)
- Various other tasks, as required

CORE RESPONSIBILITIES

- Core values – foster a strong HSEQ culture through personal commitment, example and behaviour in line with TRAC's objectives and core values of service, safety, quality, innovation.
- HSEQ systems – comply with HSEQ requirements as described in the HSEQ Manual and Procedures, staff handbook, and as specified by customer HSEQ requirements.
- Non-conformances – report any non-conformances and incidents to the HSEQ representative/ Line Manager as appropriate.
- Improvements – interface with the HSEQ representative/ Line Manager on any HSEQ related issues/ initiatives.
- Team working – communicate well and participate as part of the team, undertaking any additional tasks as directed to exceed our customers' expectations.

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COMPETENCY REQUIREMENTS

Education

Good numeracy/ literacy skills/ communication and technical skills with minimum RGU entrance level qualifications or equivalent qualifications or experience required for access to the degree program.

Job Specific

Knowledge of IT support and Network systems & Microsoft Office Suite Applications beneficial. We are seeking someone who has a willingness to learn and help, so task management and communication skills are desirable.

EXPERIENCE

IT system software or hardware support related experience of benefit but not essential. Particularly with hardware, Cisco, Windows, PowerShell, Office 365 and SharePoint.

LINE MANAGER

IT Systems Analyst

LINE REPORTS

n/a

LOCATION - This job is based in our Aberdeen Office, Thistle Road, Dyce.

ADDITIONAL DETAILS - This role is primarily based within our Business Support team however there may be opportunity for exposure within all other areas of our business as deemed appropriate by the Line Manager. The hours of work are Monday to Friday, 8.30am - 5.00pm (with some flexibility).

APPLICATION - CV's and covering letters should be sent to recruitment@trac.com addressed to Ali Hardy, IT Systems Analyst