

**KEYFORT LIMITED**

## **Apprentice Systems Engineer (Hull)**

Keyfort is a well-established IT Engineering company providing IT Engineering and Cloud Computing Services to corporate, SME, not for profit (NfP) and education sector customers.

Our engineers are responsible for network and system management of data, voice and cyber security services, handling varied customer technical queries via digital media, over the telephone and face to face. Working as part of a team and independently you will be working in the Hull office and there may be occasional travel to our customers' sites or the Keyfort Bournemouth office. You will report to the Operations Manager/Deputy Operations Manager.

The successful candidate must be enthusiastic and flexible, keen to put their applicable computer studies to good purpose and to take responsibility for the execution of their assigned tasks. This is an opportunity to play a visible and active part within a small multi skilled professional team and to contribute to the success thereof. Technical training, along with certification, will be provided.

### **Key responsibilities are:**

- Technical Support – Provide technical support & services for Keyfort's customers. Support may be requested and provided by telephone, email and/or direct customer contact. The Apprentice must use best efforts to diagnose, prioritise and resolve incoming technical issues and queries assigned.
- Installations – Organise, prepare and perform on-site installations or repairs.
- Assist with the day to day duties required by the Operations team, including network diagrams & technical documentation, quality assurance, hardware configuration and various research based activities.
- Customer Service Focus – In all aspects of the role, the Apprentice must strive to provide excellent customer service and be professional, positive and courteous in all communications and dealings with Keyfort's customers.
- On-going learning and technical contribution to the Operations team.

## Apprentice training programme.

- **Entry requirements** - 5 GCSE passes (grade 4 or above) including English and Mathematics; or other relevant qualifications and experience; or an aptitude test with a focus on IT skills. Initial selection interviews will be conducted by Keyfort's Apprentice Training Provider with Keyfort making the final selection decision. The selected Apprentice Systems Engineer will be a full time Keyfort Ltd employee. Approximately one day per week will be assigned to training and the balance of four days will be spent working with Systems Engineers in the Operations team.
- On initial engagement the Apprentice will undertake ICT Infrastructure Technician Level 3 training in accordance with the Apprentice Training Provider's curriculum. The Apprentice will be expected to successfully complete the ICT Level 3 training within two years. Additional on the job training will also be provided.
- On successfully passing ICT Infrastructure Technician Level 3 training the Apprentice will undertake Network Engineer Level 4 training in accordance with the Apprentice Training Provider's curriculum. The Apprentice will be expected to successfully complete the Network Engineer Level 4 training within the four year apprenticeship allocated for both Level 3 and Level 4 training. Additional on the job training will also be provided.  
Ref. ST0127 ( <https://www.instituteforapprenticeships.org/apprenticeship-standards/network-engineer/> )
- On successfully passing the Network Engineer Level 4 training the Apprentice will be awarded the job title Systems Engineer and the apprentice training will be complete.

Start date: Monday 6th September 2021.

Hours of work: 9 am to 5.30 pm Monday to Friday.

Pay     £12,000 per annum pro rata whilst training for ICT Infrastructure Technician  
          £14,000 per annum pro rata whilst training for Network Engineer  
          On completion of apprenticeship, staff pay scale for Systems Engineer

All training costs will be paid by Keyfort Ltd/HM Government in accordance with the UK Government Apprentice scheme as of 13/2/2019.

Applicants should send their CV and covering letter to Sophie Ness at YH Training.

[Sophie.Ness@yh-group.co.uk](mailto:Sophie.Ness@yh-group.co.uk)

Tel: 01482 222142