

**Company:** Clark Integrated Technologies

**Date:** 21/09/2018

**Job Title:** Apprentice Support Engineer

**Compensation:** Entry level Apprentice

**Reports to:** Service Delivery Manager

**Department:** Operations

### Job Description:

The Apprentice Support Engineer role is responsible for providing first line support remotely to our Clients. You will resolve what you can and escalate more complex issues to the relevant support channels within CiT following our internal escalation processes and procedures

### Basic Functions:

- Providing remote 1st Line Support
- Answering calls and logging support tickets
- Taking ownership of users issues and identifying appropriate solutions to resolve service incidents and requests
- Providing users with regular communication on the progress of investigations and planned solutions
- Working closely with colleagues in the support team to provide 1st Line Support, ensuring assigned calls are responded to, diagnosed and resolved with agreed SLA
- Assist support teams with incident resolution for any onsite devices
- Create standard documentation on problem resolution, fixes and updating the technical knowledge base
- Keep up to date on new technology trends

### Additional Duties and Responsibilities:

- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Communicate with clients through email, written proposal and company telecons.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University.
- Enter all work as activities or service tickets in ConnectWise.

### Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Good communication skills – written and verbal
- Able to work on own and under pressure
- Good time management and prioritisation
- Possess initiative to diagnose problems
- Professional working attitude
- Experience in providing high levels of customer service
- Undertake relevant and appropriate training for succeeding in this role
- Show willingness to learn
- Work with colleagues to increase technical knowledge

### Educational/Vocational/Previous Experience Recommendations:

- Post secondary school education, relating to IT
- Any other IT/network related qualifications or training
- Experience of similar role

### Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits included.
- Performance based incentives.
- Full on the job training & support as well as IT Apprenticeship Training provided by a third party.
- Fun working environment and culture.
- Great opportunity for advancement.

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*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*