



Creating great homes together

Role Profile

Position

Apprentice IT Service Desk Administrator

Reporting to

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- To be trained in the use of Microsoft and Magna IT, Finance and Administration systems.
- To be the front line of Magna IT Support. Passion, commitment and drive to do the right thing and continuously improve.
- A fast paced, adaptable and collaborative environment.
- Agile working based at home, travelling to Magna sites as required.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- General IT administration Answering calls, emails and requests arriving on the service desk.
- Adding, removing and amending user records in Active Directory.
- Updating Microsoft Intune and enrolling devices. Creating extensions and maintaining numbers in the Mitel telephone system.

What you take care of

- Ordering IT equipment, software and services Raising purchase orders and checking invoices.
- Administration of telephony services.
- Set-up, removal and configuration for IT starters/leavers/changes.
- Keeping the asset register up to date with changes of hardware and colleagues.

What you need to be successful

- Attention to detail.
- Good communication skills.
- Deliver excellent customer service.
- Confidence with IT systems.
- An basic knowledge of Microsoft Windows and Office 365. GCSE or equivalent English and Maths.

Qualifications required

Applicants with transferrable skills are encouraged to apply.