



Creating great homes together

# Role Profile

## Position

**Apprentice IT Systems Engineer**

## Reporting to

**IT Systems Manager**

## 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 systems administration.
- Answering business systems requests submitted to the service desk.
- Logging tickets with 3rd party suppliers.

## What you take care of

- Maintaining support requests, resolutions, and relevant information and data on ticketing system. Present data collected for review of manager, and support with analysis of data (looking for patterns, trends, and themes).
- Maintaining QL Letters, problem solving common issues. Log all data from these tasks in a secure manner.
- Use various data collected on internal processes and format to explore process improvement, supported by management.
- Supporting with routine maintenance tasks, ensuring services and server-based applications are running efficiently.
- Assisting with setting up new user accounts within multiple applications, ensuring that all data is collected and stored in a secure manner.

## What you need to be successful

- Meticulousness with a keen eye for detail.
- Proficiency in both written and oral communication.
- A keen interest in learning and improving skills in information and technology, combined with basic IT knowledge and familiarity with Microsoft Windows and Office 365.
- Customer focused with a desire to exceed customer expectations and deliver high levels of customer service at all times, whilst adhering to regulations and Magna Values.

## Qualifications required

**Applicants with transferrable skills are encouraged to apply.**

- You will require 3 GCSEs (or equivalent) at grades 4+ (A-C) in any subject and GCSE Maths and English (or equivalents) at grades 3+ (D or above)
- Prospective apprentices must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject.