**Job Description**

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| **Job Title: HLA ICT Apprentice****Reporting To: ICT support manager & Head of IT****Job Purpose:** This is a great opportunity for someone who wishes to gain valuable real world ICT experience enabling and assisting them to become a future ICT professional. You will have the opportunity to work as a valued member of our ICT Team. You will gain experience working on the latest technologies, this can be routine checks carried out periodically to diagnostics and troubleshooting. |
| **The Company:**Mackle Petfoods is an award winning, BRC Grade A\* certified family company, which has been manufacturing high quality dog and cat food for over 50 years. The company employs over 260 staff across 3 sites in Moy and Moygashel, Co. Tyrone. Each site has benefited from multi-million-pound investment in recent years to facilitate the production of increased volumes of pet food. Mackle Petfoods produces over 70 million cans and 40 million trays annually, including our trusted brands Naturo, Brandy and Cat Club. ICT has also had significant investment, you will be working with the latest Operating Systems, VOIP phone systems, Antivirus and Cybersecurity tools. We have also just completed a major ERP installation. At Mackle Petfoods, we understand that this is not possible without our staff. People are our most valuable asset, and we understand the importance of developing our team. **What will I be doing?**Primarily you will be working on our ICT helpdesk, you will be fully involved in the day-to-day ICT functions, this will include both hardware and software support. The existing ICT Team will also be part of the helpdesk and they will provide training and guidance, allowing you the opportunity to learn the day-to-day running of the business, of your team, as well as becoming familiar with your new environment. Once you have settled in and as your skills and knowledge increase, you will be given more demanding and challenging tasks and projects. As an ICT Apprentice you will:* Learn how to provide and document technical support.
* Gain on the job experience and being able to utilize the skills you have gained over the duration of your placement.
* Help the existing staff, and the other sub-contractors, to deliver ICT services.
* Manage the helpdesk system, ensuring all calls and emails are logged and the support tickets are handled within appropriate timescales.
* Work on resolving the first line support where capable and working with more experienced staff to help resolve more complex issues.
* Update and create SOP guides.
* Any other duties, as and when required, within reason.

**Additional Benefits:*** Company Funded Training

- Mental Health First Aid - First Aid - Fire Warden Training **PERSON SPECIFICATION****Job Title: ICT Apprentice**

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| *Criteria* |  |
| Education | * Have 6 GCSEs at grade C or above to include English and Maths.
* Undertaking HLA course in ICT related subject
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| Skills & Competencies | * Self-motivating with ability to work on own initiative.
* Well organized with excellent communication skills
* Willing to work hard and eager to learn.
* Logical and methodical approach to problem solving.
* You will be adaptable with the ability to multitask.
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| Circumstances | * A degree of flexibility towards working hours in line with business requirements.
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| **Employee Benefits**  |
| * Health Cash Plan
* Company health & well-being initiatives
* Pension scheme
* Staff sales
* Onsite Electric Car Charging Point
* Free Parking
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**To Apply: Send a CV to** **recruitment@macklepetfoods.com**  |