



## Job Vacancy – IT Support Apprentice

This is an excellent opportunity for a self-motivated individual to take on a new role within a successful chemical manufacturing Company with over 50 years of chemical manufacturing heritage and an established reputation for excellence. Briar Chemicals is focused on providing the best contract manufacturing and site services to customers in the agrochemical, fine and specialty chemical industries. Based in Norwich, Norfolk, Briar Chemicals is a leading large scale chemical company delivering customers' needs utilising its broad asset and technology base underpinned by its quality driven project management.

We currently have a vacancy for an IT Support Apprentice to join our IT department.

Reporting to the IT Manager, key tasks of this role include:

- Learning how to provide technical support.
- Assisting with projects and support activities where possible.
- Learn how to handle incoming Helpdesk phone calls and emails.
- Manage the Helpdesk system, ensuring calls are handled with appropriate timescales.
- Learn to resolve first line support queries, and assist IT colleagues with more complex issues.

### Your qualifications and attributes

The ideal candidate will possess good GCSE grades in English, Maths and ideally a science-related subject too.

The following attributes are important for this role:

- Passion for all things IT-related
- Eagerness to learn
- Excellent time-keeping
- Honesty
- Reliability
- Team player
- A 'can-do' attitude

## **Additional information**

This vacancy is for a two year Fixed-Term Contract and is open to applicants of all ages.

The successful candidate will complete an Infrastructure Technician Apprenticeship during their tenure, lasting a minimum of twelve months, providing the opportunity to develop an IT career and perhaps progress to a higher level qualification.

This is a great opportunity to gain varied IT skills and experience whilst supported by talented colleagues, in a fast-paced environment. Aside from the Apprenticeship we may also offer other training courses to develop the successful candidate's skills.

## **Benefits**

We offer the following benefits:

- 25 days' Annual Leave per calendar year, plus Bank Holidays
- Flexi-time
- Non-contractual bonus
- Contributory Pension Scheme
- Option to join Private Healthcare Scheme
- Free, onsite car parking

**This is a full time role; hours of work are Monday to Friday, 39 hours per week.**

**The closing date for applications is midnight on 8 September 2019**

**If you would like to be considered for this role, please apply in writing to Andrew Bartram (HR) at Briar Chemicals Ltd, Sweet Briar Road, Norwich NR6 5AP or email [hr.recruit@briarchemicals.com](mailto:hr.recruit@briarchemicals.com) submitting your CV and application letter stating why you believe you are a suitable candidate.**