



## IT Support Apprentice

### The story so far

Briar Chemicals has in excess of 65 years of chemical manufacturing heritage and an established reputation for excellence, through continuous improvement, dependability, social & environmental responsibility.

### Key highlights of the Briar business:

- Technical leader in the development and contract manufacturing of some of the world's most complex chemistry in the agrochemical, fine and specialty chemical sectors
- Established site in excess of 100 acres in Norwich, Norfolk – the heart of East Anglia
- Dedicated site for product formulation and packaging
- Experienced global exporter

Our vision is to cultivate innovative and sustainable solutions through partnerships: meeting the changing needs of a diverse planet.

### People and culture

We have around 250 permanent employees and we invest in our people as believe that they are our greatest asset. We'll give you freedom to bring your whole self to work and we welcome people who mirror our values. Join a team where our core values of **Safety, Integrity, Teamwork** and **Engagement** define who we are, how we work, and what we aspire to be as an organisation.

### The role

We have a fantastic opportunity for someone at the beginning of their IT career to join our dedicated IT team at Briar Chemicals as an **IT Support Apprentice**.

Reporting to the Infrastructure Lead, you will learn to provide first-line technical support to employees, ensuring the smooth operation of the company's IT systems and services. The role supports the installation, maintenance, and troubleshooting of hardware, software, and network issues while delivering excellent customer service.

Working under the guidance of the wider IT team, you will contribute to minimising downtime, improving system performance, and maintaining secure and efficient IT operations across the organisation.

## What you'll be doing

- Provide first-line technical support to users via telephone, email and helpdesk system.
- Log, prioritise, and manage support tickets, ensuring they are resolved within agreed service levels.
- Troubleshoot hardware, software, and basic network issues, escalating more complex problems where necessary.
- Assist with the installation, configuration and maintenance of IT equipment, including laptops, desktops, printers and mobile devices.
- Support user account administration (e.g. password resets, access permissions, onboarding/offboarding tasks).
- Maintain accurate documentation of incidents, resolutions and IT procedures.
- Assist with routine system maintenance, updates and security checks.
- Contribute to IT projects and system improvements.
- Ensure company IT policies, security standards, and data protection practices are followed.
- Maintain the IT asset registers and track IT equipment inventory.
- Create and update user guides and/or knowledge base articles.

## What you will bring

### **Essential**

- Minimum of equivalent Grade 9-4 qualifications (GCSE Grade C and above) in English and Maths
- A genuine interest in IT and technology
- Basic understanding of computer hardware and software
- Awareness of common IT applications (e.g., Microsoft 365)

### **Desirable**

- GCSE in IT Systems, Computing or Computer Science – Grade 4 (C) or above
- Prior work experience in an IT or customer service environment
- Basic understanding of networks e.g., Wi-Fi, routers, connectivity concepts
- Awareness of helpdesk or ticketing systems

### **Skills & Behaviours**

- Good verbal and written communication skills
- Ability to follow instructions and work as part of a team
- Organisational skills and ability to prioritise tasks
- Positive and professional attitude
- Willingness to learn and develop new skills
- Approachable and customer-focused
- Reliable timekeeping

### Additional Information

This is a two year Fixed-Term Contract and is open to applicants of all ages. A permanent position may be available following successful completion of the apprenticeship.

The successful candidate will complete a Level 3 Information Communications Technician Apprenticeship during their tenure, lasting approximately 24 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.

### How you will be rewarded

We offer a competitive salary and benefits package, which includes a non-contractual annual bonus, group personal pension scheme where we will match your contributions plus 2%, private healthcare scheme, flex-time scheme, and 33 days annual leave (inclusive of bank holidays).

### How to apply

If this exciting opportunity resonates with you, please apply with a covering letter and CV to [hr.office@briarchemicals.com](mailto:hr.office@briarchemicals.com).

Briar Chemicals Ltd is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of gender, gender reassignment, marital status, pregnancy and maternity, race, religion, belief, ethnic origin, colour, nationality, national origin, disability, sexual orientation, age, having 'spent convictions', physical characteristics or appearance.