

ARE YOU THE RIGHT CANDIDATE FOR THIS ROLE?

We are looking for a hard-working driven candidate to complete a 2-year **Infrastructure Technician Level 3 Apprenticeship Programme** as a **Trainee Remote Support Engineer** at **Business Computer Solutions**.

Do you have a passion for the world of technology, over 18 years of age and have GCSE (B/6 equivalent or above) in Maths and English? Look further into this opportunity and **apply today!**

ADDRESS

Unit 16, Leigh Road, Haine Industrial Estate, Ramsgate, Kent, CT12 5EU.

CONTACT US

T. 01843 572 600
E. careers@bcs365.co.uk
W. www.bcs365.co.uk

WANT TO START YOUR IT CAREER?

Business Computer Solutions are offering some amazing trainee positions with both course-led and on-the-job experience.



ABOUT THE COURSE.

During the programme apprentices are required to spend 20% of time at work on off-the-job learning.

The knowledge modules in our Infrastructure Technician Level 3 apprenticeship introduce the fundamental technical skills your employee needs. Our face-to-face training workshops and online learning develop the core set of skills people must do well to be competent in their role.

Throughout this programme apprentices will complete:

- Five knowledge modules introducing tech theory and fundamentals, through a combination of online learning and practical classroom workshops.
- A work-based portfolio showcasing how the apprentice demonstrated the skills they have learnt in real work projects.
- An end-point assessment in the last 2-3 months of the programme – consisting of a synoptic project undertaken in the classroom and an assessment interview.

To ensure all apprentices can do these skills consistently well, we've design modules with the following learning outcomes:

Module 1: Networking and Architecture

- Develop a working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems, and IT test equipment.
- Understand maintenance processes and apply them in working practices.
- Understand the similarities, differences, and benefits of up-to-date hardware available.
- Understand and apply the basic elements and architecture of computer systems and business IT architecture.
- Understand and apply the relevant numerical skills e.g., binary.
- Understand the relevant networking skills necessary to maintain a secure network.
- Implement elements of security within a network.

Module 2: Mobile and Operating Systems

- Understand the similarities, differences, and benefits of the current operating systems available.
- Understand security principles associated with different platforms and operating systems.
- Understand how to operate remotely and how to deploy and securely integrate mobile devices.
- Be able to administer and secure various devices in line with organisational policies.
- Understand the usage of Microsoft technologies such as Intune, Azure, OneNote, Outlook and Office 365.



Module 3: Cloud Services

- Understand and have a working knowledge of cloud and cloud services.
- Understand how to manage user and security groups, and cloud identities.
- Understand the importance of user and security groups, and cloud identities.
- Understand the importance of disaster recovery, how a disaster recovery plan works and their role within it.
- Understand the usage of Microsoft technologies such as Azure, Intune, Exchange Online, SharePoint Online, Skype for Business and Office 365.

Module 4: Business Processes

- Understand and comply with business processes.
- Work confidentially and comply with Data Protection.
- Develop a working knowledge of business IT skills relevant to the organisation.
- Understand software life cycles, desktop applications, messaging systems, and document management.

Module 5: Coding and Logic

- Understand the similarities and differences between a range of coding and logic.
- Understand working/scripting at command line – particularly when supporting server work.
- Understand application life cycle management.
- Understand algorithms and data structures.
- Understand web page development.
- Use Microsoft technologies such as Windows PowerShell.



ABOUT BCS.

Business Computer Solutions has now been **trading for 25 years**, starting out as a break fix business (only being paid if the customer calls us). In 2008 we became a Managed Service Provider (MSP) paid each month and committed to improving uptime. The only constant in this industry is continual change and the whole team remaining adaptable is key to our commercial success and team happiness.

At BCS, our work ethic and environment is **caring, focused** and **fun**. We are employee owned, so it really is our people who make us. It means all staff are **empowered** and **encouraged** to **share, learn** every day, and to **grow**. This is no dull office environment. Located five minutes from Ramsgate train station on the Kent coast, we are also just a few minutes from the famous beach of Ramsgate Main Sands.

Our staff area has a pool table, arcade machine and a widescreen television to use during break and lunch times. We want everyone in the BCS family to get the right work/life balance. We do this by offering continued support, regular team meetings and appraisals, along with paid time for training and volunteering.

It is just the start of the benefits all employees enjoy when joining the team.



ARE THE RIGHT CANDIDATE?

Do you have a passion for technology? Do you think you align to our Business **Core Values**? ...



Integrity – We believe in total transparency in everything we do. Even when faced with difficult decisions and hard choices, we expect everyone at BCS to always do the right thing. To be honest and willing to share, and to uphold our trusted reputation. This is the BCS way!



Dependability – We believe in keeping our promises and always delivering. Not only are we there to support our customers 24/7. The BCS team must also depend on one another. This culture of trust is reflected in the way we treat our customers. After saying what we plan to do, we do it – every time!



Education – We believe that having a passion for learning is essential. Our industry is always evolving and changing. And so are we. We encourage and celebrate learning in all its forms, not just for our staff, but our clients too. Together we can all stay on top of the latest technologies and trends. Only by learning do we grow.

Have you got what it takes to be a part of the BCS family?



ABOUT THE ROLE.

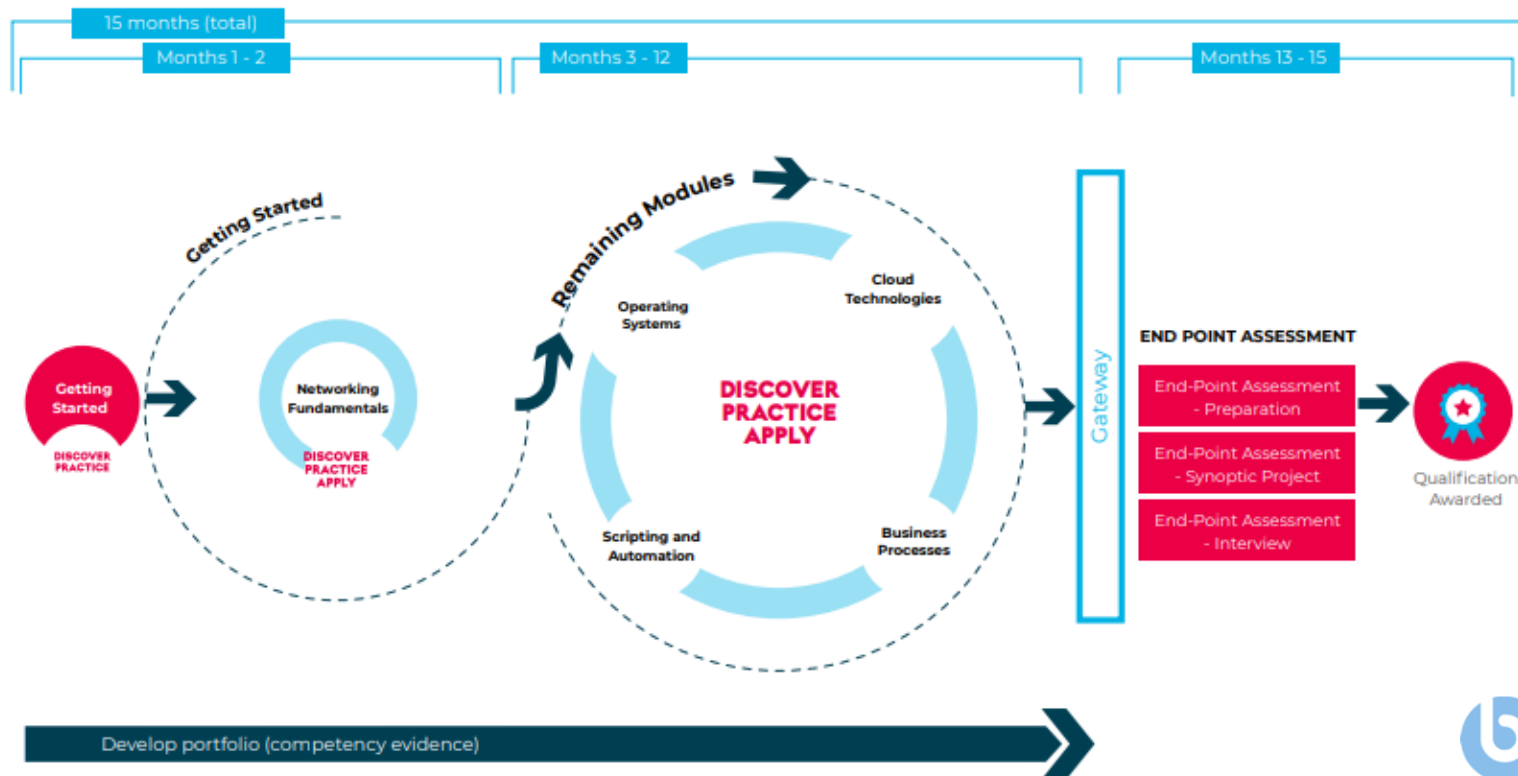
This is a trainee role with both course-led education and 'on-the-job' experience as a **Trainee Remote Support Engineer**. This trainee role offers a competitive **starting salary of £18,000 per annum** (with 4-weeks of paid holiday per year).

The **Infrastructure Technician Level 3 Apprenticeship** is delivered by **QA**. There are three pillars of this apprenticeship: **Discover, Practice** and **Apply**.

Discover – Learners will learn the theory, by exploring subjects online and in the classroom.

Practice – Learners will practice their newfound knowledge by completing activities – online, in the classroom and (most importantly) directly at work in their day-to-day role.

Apply – Learners will apply what they have discovered and practiced at work. They will actively contribute to our organization whilst building their portfolio of evidence (showing how they have applied their new skills) to gain their qualification.



APPLY TODAY!

Application for this trainee position is via the submission of your **current CV** complete with a **covering letter** ideally detailing all elements of **what makes you an ideal candidate for this position**.

Email your application to careers@bcs365.co.uk and you will receive feedback on the next steps **within one working week**.

If you have any **questions** regarding your application, classroom-led course, or our business, do not hesitate to **contact** us on 01843 572 600.

The successful candidate is required to consent to us making an application to the Disclosure and Barring Service (DBS).



CV

Email your CV and introduce yourself.



Review

We carefully review all applications for a variety of criteria.



Interview

If we think you fit a current vacancy, you'll be invited to an interview.



Trial Day

Aced the interview? Now join us for a day working with the BCS team.



Job Offer!

Ta-dah! You've done it, welcome to the BCS family.

