

Your apprentice job overview

IT Support Apprentice



NatWest
Group



Business area: Digital X



Job title:
**IT Support
Apprentice**



Hours per week:
35



Location:
Edinburgh



Salary:
£25,020

The job you'll be doing: IT Support Apprentice

Technology is at the heart of everything we do and with our Digital and Technology Apprenticeships you'll have the chance to design, build and implement new features and systems that help improve every aspect of the business. Every part of modern banking from saving, investing and customer support relies on software we design and implement using the very latest tools and processes. From day one you'll be helping us build the future of banking. Designing everything we do to give customers – and our colleagues too – an easy, secure, effortless experience, every time. An interface so good, they don't even notice it. Which leaves both them, and us, free to focus on the value the tech can't add: the relationships, the empathy and the support in the real moments that matter to our customers.

- Support Customers and projects by completing user requests and issues assigned through service now for Mainframe access
- Assist in audit evidence and remediation activities
- Take part in team activities such as stand ups, team meetings and Platform level meetings
- Assist with PI Planning by maintaining JIRA boards and attending stand ups and PI planning events
- Complete mainframe related learning
- Ensures applications and infrastructure are fully compliant to mandated standards preventing potential issues occurring
- Work with the business areas to analyse the agent experience to support a continuously improving and stable platform

The skills you'll need:

We're looking for people with a passion for learning and high levels of determination, motivation, and drive to succeed. You'll have strong communication, stakeholder management and interpersonal skills with the ability to build, maintain and enhance relationships at all levels.

You'll also need:

- The ability to maintain a strong customer focus.
- An innovative and creative mindset
- Good problem-solving skills and a proactive and inquisitive mindset, with the ability to challenge and offer solutions
- An analytical, numerate, and logical skillset with the ability to adapt well to change
- Good planning and organisational skills with the ability to prioritise and manage your time effectively

Email: natwestearlycareerrecruitmentteam@natwest.com

The Apprenticeship Programme: IT Support Level 8

Programme duration: Up to 22 months

Qualification: IT Support Level 8

Apprenticeship Provider: [QA](#)

Time will be allocated during the apprenticeship for you to learn



Reward & Benefits

You know what you want better than we do. We've designed our reward package with that in mind. On top of your salary, you'll get retirement funding and, depending on your job, benefit funding too.

Find out more about benefits at NatWest [here](#)



How we'll support you:

From day one, you'll have support from the Early Talent team, a buddy, your line manager, as well as a Learning Coach from your training provider, we've all got your back.



The Interview Guide

As part of your preparation for the interview, please review the interview guide to ensure you're set up for success.

You can find this [here](#)



This document is designed to give you a summary of the job and support you in your preparation for the face-to-face interview