Apprenticeship Overview - IT Support

Hours per week: 35	Programme Duration: 18 months
Location: Edinburgh	Qualification: IT Support Level 8
Salary: £25,020	Apprenticeship Provider: QA

The Job

- 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

The Business Area: Digital X

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.