



Vacancy View

Employer Lucidica Limited

Learning Provider Hackney Community College

Vacancy Description

You will be supporting customers through technical problems, or advising and implementing better technology related products and methods (i.e. consulting and especially undertaking implementation projects). These Engineer roles are the only billable roles within the company and client-facing roles. Each Engineer needs a pleasant, friendly and patient manner – to help our business build fantastic relationships with our clients.

The promotion path for an Apprentice Engineer is to a Trainee Engineer, Trainee Engineer is to Junior Engineer, then Engineer and Senior Engineer. Depending on their experience when they start with us it may take 6-24 months for an Engineer to be promoted from Apprentice to Trainee, 1-2 years from Trainee to Junior, 1-3 years from Junior to Engineer and then 1-3 years for promotion to Senior (depending on their performance, technical aptitude etc).

Your Line Manager is the IT Support Manager and this role ultimately reports to the General Manager, who assesses your overall performance for the previous quarter and at the start of each quarter decides on the performance bonus component of your package. On a project basis the Trainee/Junior will often work with and report to a Senior Engineer, regarding that project. The allocation of billable work will be directed by the I.T. Support Manager, as well as your technical training & development plan, and workload.

- The main business activities this role is responsible for include:
 - o Billable work: undertake work for clients that can be billed to them

o Knowledge & learning: increasing your own knowledge in technology and solutions relevant to our clients, through continual learning (guided by the Division Manager(s) you work with)

- Perform the Service Desk Engineer role when scheduled on-duty accordingly
- Review the Service Desk roster and to have any roster clashes for the next week resolved with the Service Desk Supervisor, by 6pm Friday's
- Complete your previous weeks time sheet, by 11am Monday's
- Arrive on-time for all meetings (internal and external)

Key Details

Vacancy Title Apprentice Engineer

Employer Lucidica Limited

Employer Description

We're a fun and fast-growing I.T. Services company for small businesses across London. We love our clients and they love us. We do what we say we will, and are good at what we do.

Web Site www.lucidica.com

Vacancy Location

Kingsland Road

London

London

E2 8AA

Working Week 4 days a week, 9 - 6

Weekly Wage £ 120.00

Number of Vacancies 1

Vacancy Reference Number VAC000132110

Key Dates

Closing Date For Applications 27/01/2012

Interview Begin From 03/02/2012

Possible Start Date 17/02/2012

Training

Training to be Provided

Level 2 Diploma in IT User Skills

Functional Skills: L1 English and Maths

L2 ICT

Learning Provider Hackney Community College

Learning Provider Description Situated in the heart of Hoxton, we're easy to get to. There are several main bus routes you can use. We're just a ten minute walk from Old Street and 15 minutes from Liverpool Street. Also, we are a five minute walk away from the new Hoxton station which is on the East London Line. Our spacious Shoreditch campus provides you with a secure and lively environment to study in. Classrooms and workshops are built around a large courtyard and landscaped gardens with eating areas for those warm sunny days.

Contact Details lparsonage@hackney.ac.uk 0207-613-9379

Vacancy Type Intermediate Level Apprenticeship

Apprenticeship Framework IT Application Specialist

Expected Duration 9 - 12 months

Skills Required

- Excellent communication & organisation skills
- A keen interest in technology
- A strong technical aptitude
- Fun and friendly attitude

Qualifications Required

Level 1 Maths, English and ICT desirable, as is some work experience in an IT support role.

Personal Qualities

- Reliable
- Motivated
- Keen to learn
- Team Player

Important Other Information

You will attend an assessment session at the college before attending interview with the employer. We will assess your literacy, numeracy and ICT skills.

Future Prospects

You will be able to apply for ICT vacancies once you have achieved the full apprentice framework.

Employer Name Lucidica Limited **Application Method** Apprenticeship
Sector Information and Communication Technology **Vacancy Short**

Description The Engineer role (Apprentice) uses their knowledge and expertise in technology to add value to a clients' business.

Additional Application Form Question - 1

What two things stood out from the advert to make you apply?

Additional Application Form Question - 2

Why are you applying for this particular role?