



Alphascan Ltd are managed IT support company based in Romsey, Hampshire providing IT solutions, VoIP and Cloud services to businesses across the South Coast and beyond. We have a new and urgent requirement for an enthusiastic and motivated IT Apprentice to join our Helpdesk Support team based at our offices in Romsey with a view to becoming a fully competent and Microsoft Certified IT Support Engineer in the future.

The role will consist of the following duties.

- Answering Customer IT Support Queries
- Logging issues and raising tickets for customers on Autotask PSA System.
- Installing and Configuring Desktops and Laptops with Microsoft applications including Windows and Office etc
- Remote Support
- Escalating more complex technical issues to senior technicians
- Occasionally attending client sites supporting senior technicians on installations

If you are technically minded we are keen to hear from you whether you have experience or not. Perhaps you class yourself as a bit of a “geek” and studied IT at school only to pursue an alternative career path that hasn’t worked out. Perhaps you have joined college to study IT and have dropped out but would still like a career in this arena?

We work very closely with a leading training provider and will look to enrol our apprentices on a IT focused course at the highest level possible so that not only do you gain excellent hands on experience but you will also gain industry recognised qualifications.

Here at Alphascan we work with a variety of clients and kit so the role will really allow the successful candidate to learn new skills and gain exposure to new technologies, and fast. Analysts and Engineers here are always encouraged to try and work out and resolve issues for themselves so it’s not always a case of just escalating to the Senior Techs, again, taking ownership here is key.

We actively encourage our staff here to improve themselves both technically and from a commercial perspective so alongside some hands on training in house we will also provide a certain allowance per staff member for them to embark on industry certifications including CompTia, MCP’s, CCNA’s and the like.

Salaries are flexible and are in line with the national guidelines for apprenticeships, normally with a little more on top.

Your career prospects here are very good, with the opportunity to progress rapidly through a hands on approach. Don’t delay and apply today!

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www.alphascan.co.uk