

## IT PROJECT ENGINEER APPRENTICE

### OPERATIONS TEAM

Berwins is looking for a "no ordinary" IT Project Engineer Apprentice to work alongside the IT Manager and IT Administrator in our Operations Team, helping to progress projects and providing basic technical support across the business. Although the applicant will not necessarily need IT Support experience, you should have an interest in IT and in pursuing a career in IT.

Candidates should have excellent personal skills and enjoy dealing with people, as this will be a core part of the role. The successful candidate should be confident and enthusiastic, self-motivated and have a positive and professional attitude. They should also enjoy working as part of a team, be prepared to help other members of the team as necessary and actively contribute to the growth and success of the team as a whole

#### Principal responsibilities

- Ad-hoc project tasks, these will vary in size and scope and could range from simple data entry to more complex tasks such as software updates (training will be given);
- Administering, using and updating the firm's IT software and database, namely Liberate:
- Monitoring the Service Desk inbox and prioritising incoming support requests;
- Raising and monitoring support requests with our various third party providers;
- Any other general office duties (such as filing photocopying, typing answering the telephone, making hot drinks etc);

#### Knowledge and experience

The IT Project Engineer Apprentice does not need to have prior IT experience, but must be computer literate and adept at using technology.

#### Skills and Qualities

- Excellent administrative and secretarial skills;
- A high degree of competence with word processing packages and common business tools (such as Outlook) for both email and calendar;
- Excellent interpersonal and communication skills and be well-presented;
- Good listening skills;
- Team player, with willingness to help others, sharing information and knowledge to help deliver a joint outcome;
- Highly organised and methodical, with the ability to work to deadlines, manage time effectively and to prioritise conflicting objectives;
- Able to deal appropriately with confidential information;
- Accurate, with good attention to detail; have a professional and capable approach to your work;
- Relish the opportunity to take responsibility for tasks within your remit and to use your own initiative;

- Have a positive, "can do" attitude
- Desire to undertake training in order to promote personal and practice development

## The Person

The key attributes for this role are:

- Enthusiasm and willingness to learn.
- Ability to deal confidently with members of the firm at all levels.
- Must be prepared to work flexibly as needed, with a strong desire to work within a team environment.

## Company Description

Berwins is one of the leading law firms in Harrogate and in the North Yorkshire area - details at [www.berwin.co.uk](http://www.berwin.co.uk); we are repeatedly ranked for the quality of our work in directories such as Legal 500 and Chambers and Partners. Our core values are passion, care, ownership, teamwork and accessibility - and to make sure we're not just talking the talk we have our files audited against our benchmarks. We use the phrase which a client gave to us - no ordinary lawyers - as an aspiration against which to measure what we are achieving.

Berwins offer a range of benefits including flexi time, company pension scheme, 25 days annual leave plus Bank Holidays, death in service benefit, health insurance, cycle to work scheme, childcare vouchers and subsidised parking.

## To Apply

To apply please send your CV and short cover letter to the IT Manager, Harley Harlow-Daniel via [Harleyharlowdaniel@berwins.co.uk](mailto:Harleyharlowdaniel@berwins.co.uk).

*Berwins is an Investor in People. Berwins welcomes applications from suitably qualified people regardless of age, race, ethnic or national origin, religion, marital status, disability or sexual orientation. All applications for employment are considered strictly on merit.*