



Are you interested in an Apprenticeship in IT?

At Eden Housing we are currently recruiting a new apprentice within the ICT Team:-

- **Information Communications Apprenticeship**

After 18 months in the post you will have achieved an Information Communications Technician Level 3 award, alongside work experience in a sector where the skills you develop will be relevant in any work environment.

Eden Housing Association is a successful small independent Registered Provider of affordable homes with a rural focus.

We now operate chiefly across North Cumbria owning and/or managing around 1,982 homes for affordable rent or sale, and act as Managing Agents for Mitre Housing Association, Allonby Almshouses, and Lyvennet Community Trust.

At Eden Housing Association we are committed to providing our customers with the highest quality of service.

We believe that the key to achieving this is to recruit enthusiastic, highly talented people, and to provide them with a friendly, flexible and supportive working environment, which enables them to excel in their career and maintain a balanced home life.

Responsibilities & Duties:

To assist the ICT Team with the delivery of a high quality, widely respected and customer-influenced ICT service which serves to achieve the Association's corporate aims and objectives.

Specific Responsibilities

- To assist the ICT Manager in providing technical support and maintenance on all ICT systems.
- Assist with the roll out of new hardware and software installations.
- Assist with maintaining documentation and the ICT asset inventory.
- Provide general administrative support to the ICT team.

- Assist with logging support incidents and providing first line ICT support to users.
- To undertake any other duties that may reasonably be required by the ICT Manager

If you are interested in this and have the following qualities, we would love to receive an application from you,

Personal Qualities:

- An efficient and professional attitude
- An honest and reliable character
- Enthusiasm for IT Sector

Skills:

- Knowledge of computer operating systems
- Excellent communication skills, both written and verbal
- Analytical and problem-solving
- Good attention to detail

Qualifications Required:

- GCSE Maths and English at minimum grade C, 9 to 4, or Functional Skills Level 2
- GCSE IT at grade C or above (preferred but not essential)

Please visit www.edenha.org.uk/jobs-with-eha/current-vacancies for further details or contact (HR team) at Eden Housing Association on 01768 861424/79 or email HR@edenha.org.uk.

Closing date:- 9am 6th August 2021. Interviews will be arranged thereafter.