

APPRENTICE IT SUPPORT ANALYST

Born in a Welsh barn in 1997, TOAST has grown from loungewear and nightwear to become a unique lifestyle brand, creating and curating simple, functional, beautiful clothing, home ware and editorial.

TOAST is renowned for its thoughtful, contemporary design and commitment to traditional textiles and craftsmanship.

TOAST has studios in both London and Swansea and is one of the very few UK clothing brands with its own full pattern room.

TOAST has shops throughout the UK and an online shop www.toa.st

The emphasis within the TOAST workplace is:

Thoughtfulness - In all we say and do. We foster a slower and more thoughtful approach for the benefit of people and the planet.

Simplicity - Our creative approach is purposefully simple without sacrificing on functionality.

Creativity - We embrace the use of imagination, experimentation, innovation and dynamic thinking to formulate original ideas.

Integrity - We are honest, genuine and transparent. Our community trusts us to do the right thing.

Courage - We strive to lead the way with brave choices and challenging discussions to encourage and inspire others.

As part of the TOAST team, you are a catalyst for the brand's successes. To realize our ambitions we need you to share our interests and values, have an enthusiasm for TOAST itself as well as a deep knowledge and love of your own specialist area.

In return for your dedication, TOAST will offer a supportive and friendly working environment with flexible working hours and generous staff discounts. You will receive a comprehensive induction, including product and brand training, that helps to plant a deep understanding of TOAST that can be carried confidently through your work and into the outside world.



APPRENTICE IT SUPPORT ANALYST

REPORTS TO Claire Williams

LOCATION Swansea

FULL TIME 40 hours a week

Role overview

The post holder will report to the Head of IT and will be the first point of contact for the IT department. The 1st line support analyst will take information relating to the fault and provide fixes for the end user. If 1st line support is unable to resolve the issue, they will then escalate to another member of the team. You will be required to attend college once a fortnight, over 21 months, to complete your IT Apprenticeship level 3.

Responsibilities

- Provide support to end users (face to face, remote, email or phone).
- User Maintenance (password resets, closing down leavers, etc.).
- Supporting MS Windows and Mac OS.
- Support and troubleshooting MS365 and MS Office Products.
- Setting up new devices (Desktops, laptops, mobiles, tablets, scanner etc.).
- Installation of authorised software and hardware.
- Basic troubleshooting for software and hardware issues.
- In house application support.
- Daily IT Systems checks.
- Escalating IT issues within the team when necessary.
- Physical user moves and changes.

Required experience/skills

- Good MS Office knowledge.
- Good MS Support (Active directory, Exchange, Windows, etc.).
- Good Mac OS knowledge.
- Basic Networking concept.
- Basic understanding of routers, switches, etc.
- Good IT hardware and software troubleshooting knowledge.
- Confident and clear communication skills.
- Experience working in an IT service desk environment.
- Experience with support ticketing system.
- Excellent customer service skills
- A keen interest in all aspects of IT

Benefits

Cycle to Work scheme

Generous staff discount

Access to Employee Assistance Programme

To apply please send a CV and covering letter to williamsc@toa.st