

# IT Apprentice Information Pack

**ramzac**  
the secure choice

# About ramsac and our IT Support Apprenticeships

## Who are ramsac?

ramsac provides high quality, people focussed, service led managed IT services to aspirational growth businesses in the UK. Our target customers are 50 to 500 users and they demand IT solutions that are efficient, secure, highly available and easy to use.

Through our managed service offering, totalIT, we provide clients with unlimited IT support as well as strategically led IT consultancy, and the reassurance that the IT estate is in good order via system monitoring and monthly reporting.



## The apprenticeship

The ramsac apprenticeship is open to people aged 18 or over and offers an excellent mix of learning and on the job experience. You will work as a full member of our busy IT helpdesk, supporting end users with their day to day IT queries. As well offering a Level 3 apprenticeship, you'll also earn some industry recognised certificates too, and you'll be trained and mentored in the technical and soft skills required, to be an effective Support Consultant. Many of our previous apprentices have gone on to enjoy long and fulfilling IT careers with us. You can earn a salary whilst learning a trade, and after around 15 months, we hope that you'll be ready to join our team on a permanent contract.

Apprentices will learn the theory, by exploring subjects online and in the classroom and practise their new-found knowledge directly at work in their day-to-day role. There are multiple modules each lasting 6 weeks with a mix of classroom learning, and on the job experience, with exams at the end to gain industry accreditations. The apprentice will be supported by the team at ramsac and their Digital Learning Consultant.

On completing the apprenticeship, apprentices will earn the following qualifications:

- Level 3 Apprenticeship
- BCS Award in Coding and Logic
- BCS Award in Business Processes
- Microsoft Technology Associate: Networking Fundamentals
- BCS Award in Mobile and Operating Systems
- BCS Award in Cloud Services



# IT Apprentice - job description

## Role Purpose | Are you ramsac?

You will provide professional, jargon free IT assistance to our clients | Your first step on an IT career

### Why is your job important to us?

We promise our clients that we will provide straight forward, efficient and secure IT management. For most clients their most frequent interaction with us, is through our remote helpdesk service. Clients contact support at a moment of personal stress, they are busy hardworking folk who can't get something to work, and we can all empathise with that feeling! Your job is to be proactive, professional and friendly, fixing their issue, preventing it from happening again, making them feel calm and confident in your ability, and making sure that the client feels well communicated with, in a manner that hasn't made them feel silly for calling in the first place! The feeling you leave the client with after your call, will often form that clients whole opinion of our firm. To our clients, you are ramsac!

### A chance to build your career

Throughout your 15 month apprenticeship you will

- Work as part of our remote helpdesk team, assisting end users with the IT requests that you've been trained to deal with, and escalating issues you can't resolve to your more experienced colleagues.
- Deal with a wide variety of users and businesses, from small to large, corporate to charity, IT savvy to the technically challenged!
- Manage your own case load, answer issues within a defined SLA, and keep clients informed about the resolution of their requests
- Use our client information and case management system to make timely and accurate records of your work and to access confidential client data.
- Every six weeks or so, you'll attend a London based training centre for a week in order to receive classroom-based learning that will lead to a series of Microsoft Accredited qualifications.
- You'll also meet with an assessor at the ramsac office, complete a portfolio of evidence and ultimately, earn a Level Three Apprenticeship in IT Support.

## Job description (cont)

### Inspire us!

We want to be known as the most 'can do' well polished and caring IT supplier in the South East. To do that, we only want to work with the best. Our staff are proud to say 'I am ramsac' their personal values are all a reflection of the core ramsac beliefs, which is all about going the extra mile and being genuinely concerned about providing clients with the very best, most attentive and highest quality service. Are you ramsac enough to be part of this very special team?



### What's really important to us

- The ability to be self-motivated and highly organised.
- A genuine interest in IT and a desire to build your career.
- The ability to keep it simple – no one's impressed with jargon that only serves to belittle the end user.
- Experience of providing great customer service.
- The ability to remain calm and to make clients feel that they are the most important person on the planet!

We have been running an apprenticeship programme here at ramsac since 2009! We are very proud of the programme and many of our current tech team originally joined us as apprentices. This is a great chance for you to get hands on practical experience, a handful of industry recognised certifications, a Infrastructure Technician Level 3 Apprenticeship and most importantly, as many previous apprentices have found a successful and long career in technology at ramsac.

# Meet some of ramsac's previous Apprentices



**Josh White**

**Josh started his apprenticeship in 2011 and is now one of the Team Managers in our Support Team**

**Josh's key to success**

*"Being hungry for progression and personal growth has been key, also being interested and having a drive to learn."*



**Ben Fulleylove**

**Ben started his apprenticeship in 2013 and is now a 3rd Line Senior Support Consultant**

**Ben's key to success**

*"I think I have been successful in my team here so far due to the team communication skills that I have developed, being able to gain constructive criticism has also been vital. Through this, I have been able to learn from my mistakes to progress my career development."*



**Ed Bowen**

**Ed started his apprenticeship in 2015 and is now a Field Support Consultant**

**Ed's key to success**

*"I have gained the large majority of my knowledge (which has been instrumental in me progressing) from learning from more experienced member of the team. I also did a few exams during my apprenticeship which provided me with a foundation on which I could build upon to reach where I am now."*



**Luca Whiteway**

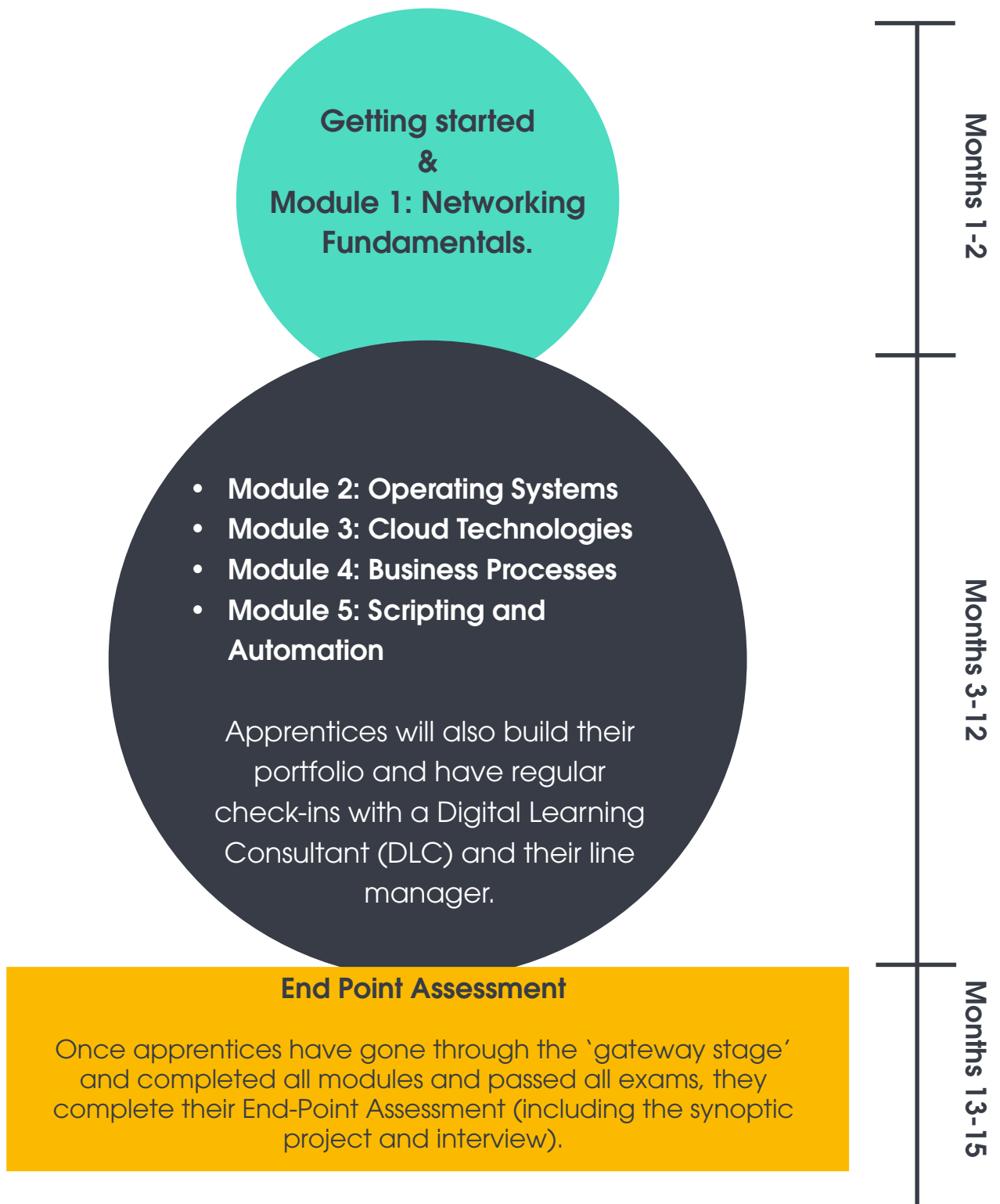
**Luca started his apprenticeship in 2016 and is now one of the Team Managers in our Support Team**

**Luca's key to success**

*"I'd say I've always been good at putting myself in the customers shoes and basing my decisions around that, so I can help deliver that unique ramsac service. This has helped my understanding of our company values and ultimately what experience we offer our clients. I'm very sociable and always go out my way to greet members of the team and help them where needed, and would like to think that's helped me cement myself as someone in the team you can go to for guidance. I'm not one to shy away from work and know my own limits and what I can do to surpass those. I'm also incredibly lucky in that I'm encouraged to keep pushing myself and always feel that my work is valued and appreciated"*

# Apprenticeship timeline

The apprenticeship is typically 15 months long. The minimum duration of the practical period is 12 months, and then 3 months for the End Point Assessment (EPA). Some learners may finish their programme in less time if their EPA is completed quickly.



# The recruitment process

## *Step one*

An initial 20 minute conversation with People Manager, Chris Bett to find out a bit more about your background.

## *Step two*

Spend the day with the Support Team, to provide you with a chance to ask any questions you may have, experience working as an apprentice for the day and meet Jonathan, Head of Technical support and Josh and Luca our Support Team Managers.

## *Step three*

A 30 minute interview with Managing Director, Rob May.

# Our values

Our staff are the most important thing about ramsac! That's because as a business we have made it our mission to be the most people focussed IT supplier on the market. It's our people that make us so much better than the competition, it's our focus on doing the right thing in the best way possible. In short, it's the values we all encapsulate that make us all the heart of the business.

Our team are proud to say "I am ramsac, I am at the heart of IT and these are my values"



## Reliable

We provide consistently excellent service and communication. We always deliver on our promises.



## Approachable

We are friendly and easy to talk to, using language that is easily understood. We help others willingly.



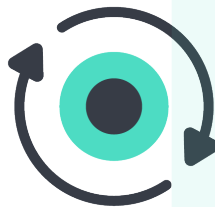
## Motivated

We are enthusiastic, willing and determined to achieve success, both personally and professionally.



## Skilful

We are well trained and knowledgeable – masters of our trade.



## Adaptable

We work with the utmost flexibility to meet our customers' needs. We are never constrained by policy or procedure.



## Committed

We are loyal and willing to give over our time and energy. We always look for ways to go the extra mile for our customers.

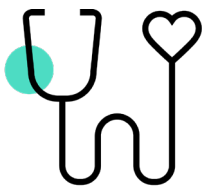
## Our unique culture

Our culture and our people are what make us different it's what set us apart from our competitors, and is really important to us, read our culture book to find out why;

[Download the culture book](#)



# Health and wellbeing



Wellness Wednesday

We can't be the best person we can be at work, if we're not taking care of our whole selves. Wellness Wednesday's are a chance to consider our individual physical and mental health. We operate an ongoing programme of personal health and improvement initiatives that we provide

on a free of charge basis for all colleagues. Some initiatives are one off sessions, others run regularly. We will add new ideas throughout the year and we are always keen to hear from you if you have any ideas for health and wellness activities that you think would be a useful addition to our Wellness Wednesday programme.



Examples of past and current activities provided include:

- Fitness Frank – a weekly circuit training session from 5.30-6.30pm
- Pilates
- Breast health screening
- Personal fitness assessments
- Tea & talk day
- Desk side massage
- Lunch & learn sessions – a chance to bring your sandwich and listen to inspiring expert speakers, sessions have so far included:
  - ✘ Understanding stress
  - ✘ Mindfulness & meditation
  - ✘ Diet & nutrition
  - ✘ Getting better sleep
  - ✘ Managing personal finance

During the pandemic we held virtual wellness wednesdays events, including online sessions around Yoga, Mindfulness and Stress Awareness,

## Time to change

We are proud of our commitment to 'Time to Change' which has a goal of ending the stigma associated with Mental Health. 1 in 4 of us will experience poor mental health this year. It's okay to talk about that and to ask for help when you're feeling stretched. We have a team of mental health champions who will be organising events and activities to support our commitment to the Time to Change pledge



**let's end mental health discrimination**



**ramsac**  
**benefits**

As well as your salary, we are also pleased to be able to offer the following benefits

**All colleagues receive:**

- A managed, contributory pension scheme
- Regular opportunities to discuss pension planning with an Independent Financial Advisor
- Life insurance
- Critical illness insurance

**Free opt-In benefits**

- Private health insurance
- DenPlan dental insurance

**Leave benefits**

- 28 days leave (20 flexible plus 8 public holidays)
- Increasing to 33 days leave (25 flexible plus 8 public holidays) after 5 years' service
- 4 days personal development leave each year
- 1 day volunteering leave each year, increasing to 2 days after 5 years' service

**Tax friendly benefits**

- Cycle to work bike purchase scheme

**Purchase discounts**

- Typically a 20% discount from the cost price of IT hardware purchases

Find out more



## Our unique culture

Our culture book will tell you all need to know about life at ramsac.

[Download the culture book](#)

## Diversity at ramsac

We are 100% committed to creating a work environment free from bias or discrimination, where everyone feels able to challenge or question anything that doesn't feel right, and where all colleagues come to work each day knowing that they will be free from prejudice and that they can openly raise any concerns about treatment they don't consider to be ethical or fair.



[Find out more about diversity](#)



[View our 5 star glassdoor rating](#)



# What our customers say about u

*"ramsac actually take time to answer questions and communicate and that was a very important factor for us. You get to speak to somebody who has a hinterland of knowledge, and it feels like the people in Support actually know what is going on across our organisation – you don't have to repeat yourself."*

**SignHealth**

**THE DEAF HEALTH  
CHARITY  
SIGNHEALTH**



*"There is always a friendly ear at ramsac to help whenever we need support"*

**Brentford School for Girls**

*"Having a support company there who conduct regular checks of the network, monitoring things like server capacity and everything else that needs to be looked at on a daily basis. I can't tell you how beneficial that is."*

**The Old Vic**



*"We meet once a quarter with our account manager and the conversation we have is not just in the weeds of the IT, it's far-reaching it's looking for ways to improve our IT and how ramsac can help us."*

**Breathe**

*"The main benefit of using ramsac is having people who are normal, human, friendly, and knowledgeable giving us great IT support."*

**Guy's and St. Thomas' Charity**



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the secure choice