ASMPT

ENABLING THE DIGITAL WORLD

Smartphones, computers, networks, self-driving cars, intelligent machines, the latest medical advances, renewable energy – the digital transformation makes our lives easier, safer, and more comfortable.

And we are at the centre of it all: The world's leading technology companies manufacture their products with innovative solutions from ASMPT.

Apprentice IT Helpdesk Support Analyst

Join us where we're enabling the digital world to realise its incredible potential, and we'll support you to realise yours too.

Our technology powers EVERYTHING with a digital component: we produce innovative equipment that enables some of the world's biggest names in electronics to bring their technology to market. We also enjoy a forward-thinking environment where continuous investment creates opportunities to work on exciting new projects on a global scale.

While we have offices – and career opportunities – around the world, the real magic happens at our Product Innovation Centre in Weymouth, where our people are quietly but confidently working to enable and evolve digitisation on a global scale.

Our teams enjoy challenge and opportunity in equal measure, developing their skills and knowledge, working across multiple disciplines and operating at the cutting edge of technology. We do all of this in an environment where we put people first, collaboration matters, and everyone can enjoy living and working in a location that offers the best of coast, country and town.

We think you will like it too.

About the Role

This is an exciting opportunity to launch your career in IT while gaining valuable hands-on experience in a fast-paced, global technology business. Building on the success of previous apprenticeships, we're looking for someone with a genuine interest in technology who is eager to learn and develop.

You'll work alongside our experienced IT team, supporting colleagues across the business and helping to ensure critical systems remain operational. You'll gain exposure to a wide range of technologies and develop both your technical expertise and customer service skills.



Largest hardware and software supplier for the electronics industry



2,000 high-tech patents



12,000 employees from many different cultures



Annual group sales: US$ 2.49 billion



Active in over 30 countries

What You'll Be Doing

- Providing IT support to colleagues across the business.
- Helping troubleshoot hardware, software, and network issues.
- Setting up and configuring laptops, desktops, and other IT equipment.
- Understand the processes used in day to day IT operations and look for opportunities to for automation through built in tools or the use of AI.
- Supporting IT security and system maintenance activities.
- Assisting with networking and connectivity tasks.
- Responding to support requests in person, by phone, through Microsoft Teams, and via email.
- Learning how IT supports a busy manufacturing and engineering business.

What We're Looking For

You don't need to know everything already. We're looking for someone who is eager to learn and has a genuine interest in technology.

Essential Skills & Knowledge

- GCSEs in English and Maths at Grade 4/C or above.
- A keen interest in pursuing a career in IT, with a strong A levels in Computer Science or a related subject, or previous experience in an IT support or similar role.
- A basic understanding of Windows operating systems, Microsoft 365 applications, and IT networking fundamentals.
- Strong problem-solving skills, the ability to learn quickly, and a proactive approach to identifying improvements and new ways of working.
- An interest in emerging technologies, particularly AI, and how they can be applied in a business environment.
- Excellent communication skills, with confidence interacting with a wide range of people.
- A positive, customer-focused attitude and a willingness to take ownership of tasks and challenges.
- Strong organisational skills and the ability to manage priorities effectively.

Desirable:

- Previous project management experience or a Level 3 Business qualification would be advantageous.
- An interest in Audio Visual (AV) technology.
- Experience building, repairing, or troubleshooting computers as a hobby, through study, or personal projects.

Most importantly, we're looking for someone who is enthusiastic, eager to learn, and excited to gain real-world experience in IT Support within a global technology business.

We Will Offer You

Few organisations can rival our complete package of exciting, leading-edge work in an exceptional location that offers a fantastic quality of life:

- A competitive rewards package featuring an annual bonus opportunity, life assurance, alongside a range of financial wellbeing support including mortgage advice and pension clinics
- Time to rest, recharge and focus on what matters most, with a generous annual leave entitlement, company sick pay and enhanced family leave policies
- Comprehensive health and wellbeing support, including private medical and dental cover options, support with everyday healthcare costs, virtual GP access, second medical opinions, eyecare support, discounted gym membership and a range of mental wellbeing resources.
- Practical support for every stage of life, with confidential employee assistance services and specialist support
- Everyday savings and sustainable lifestyle benefits, including employee discounts and cashback offers
- A great place to work, with free onsite parking, a subsidised canteen offering local and organic food choices and regular social activities.