

# JOIN THE ULTRAFAST LANE...

## IT Apprenticeship

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<b>Business Function:</b>	Technical Services
<b>Reports to:</b>	Systems Administrator
<b>Location:</b>	Kings Hill, Kent
<b>Salary:</b>	TBC
<b>Terms:</b>	Permanent full time

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## A BIT ABOUT US

Here at Trooli, we're on a mission to banish buffering, vanish video call embarrassment and clear up those "up to" speed claims that give broadband a bad name.

How? By providing our **new, guaranteed, ultrafast, full fibre broadband speeds** to as many communities as possible across Kent, East Sussex and beyond.

We've already got the great network, now we need more **great people** to take us even further.

Think you can help? Here's why you should get in touch ...

- **We're passionate about growth**  
We've come a long way in 2 years, from nothing to 50,000+ premises passed, 10 staff to over 100 and are now one of the most respected altnets in the industry – and that's just the start. But it's not just our network, we're passionate about ensuring our employees grow with us too.
- **We're passionate about our people**  
At the heart of our culture is a belief that a company should be much more than politics and processes. That doesn't mean these don't exist, but it does mean that our people are the most important part of our business, that life here is that bit more fun and our high staff retention rates are something we're rightly proud of.
- **We're passionate about our customers** – wouldn't it be nice for a broadband network to be independent of Openreach and have complete control of where it builds and the experience our customers receive? Well, that's exactly what Trooli is and with an Excellent Trustpilot rating from our customers, it's clear we're doing something right!

Still interested? Read on...

## THE ROLE

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Excellent opportunity to develop both skills and experience within a highly established technical department. The role will cover all aspects of the internal IT systems from desktop and tablet support through to cloud services and data centre management. Working within a highly skilled and friendly team of engineers and with opportunities to specialise in specific technologies, this role is a fantastic first step in an IT career.

## THE DAY JOB

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- Provide first line support to Trooli staff members based across 4 offices in the southeast
- Carrying out testing and deployment of new hardware and software
- Performing upgrades and updates to existing hardware and software platforms
- Monitoring and managing alerts generated by our internal monitoring systems
- Escalating priority issues to senior engineers
- Management of cloud services such as Microsoft 365 and Azure

## WE'D LIKE TO SPEAK TO YOU IF...

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You have any experience within the IT industry, but this is not a requirement. Ideally you will have a passion for technology with hands on experience of computer hardware and software, even if this is just personal experience. You have excellent time management and can work both alone and within a team on various workloads simultaneously.

## WE'LL LOVE YOU IF...

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- Logical troubleshooting skills
- Experience of Microsoft desktop and server operating systems
- Basic understanding of computer networks
- Any experience with Linux

## AND IN RETURN, YOU'LL GET...

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- 25 days paid holiday, plus bank holidays
- Generous life insurance policy
- Company sick pay after qualifying period
- Pension
- Career progression
- Free parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Cycle to work scheme
- COVID secure and risk assessed employer

## OUR VALUES

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- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** invest in each individual.
- **Continual improvement:** work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

*If you think you are the person we are looking for, please send your CV to [alicerose.pitchley@trooli.com](mailto:alicerose.pitchley@trooli.com) prior to the closing date*