Intern IT Technician

Starts August 2023
Remote/flexible working & office Hub
£18,000 + benefits

synergy learning

We create learning with impact

Established in 2005 in Northern Ireland, Synergy Learning is an award-winning global learning technologies company helping customers in over 40 countries.

We're a global leader in the design and development of custom learning solutions, having developed over **1000 projects** helping over **2 million learners** worldwide. We are a **Premium Certified Moodle Partner** and a **Platinum Totara Alliance Partner**, winning numerous awards in recognition for our work with these platforms. We work in partnership with customers as diverse as Samsung, Amazon, Save The Children and the National Health Service to help them improve their performance & make lasting impact on their employee development.

As a **remote-first** team with a state of the art Hub in Titanic quarter Belfast, we foster incredible flexibility for our team and give them the opportunity to work in the best way for them. Our team and our culture makes Synergy Learning what it is today, shaped by our work and the people who deliver it; we'd love for you to be part of that!

Our Vision

To be the world leader in results-driven learning technologies that **Excite**, **Engage** & **Empower**.

Our Mission

To create incredible learning experiences using technologies that deliver tangible, compelling results for our customers.

Our Values

We **WOW!** We are **passionate** & **committed**.
We are **innovative**. We have **fun**.
We are **1Team**.

The benefits

We're focused on delivering incredible results for our customers and we know that our team work hard to achieve this. We want to make sure you're rewarded for your efforts beyond your salary. Wellbeing, workplace culture and recognition are some of the key focus' rewarding all 1Teamers with an market-leading package of employee perks and benefits.

Welcome Pack with Latest Hardware

Bonus & Workplace Pension

Access to a modern, high-spec Hub in Belfast

PIRKX Employee Perks Scheme

Team-led Social Events

Birthday Vouchers

Charity Initiatives

20 Days Work From Anywhere Outside UK

52 Hours Personal Learning

35 Days Annual Leave

Award Winning Wellbeing Programme

Remote-first, Flexible Working Model

Intern IT Technician

Overview

Synergy Learning have delivered a hugely successful internship programme for well over a decade. We work in partnership with Queen's University Belfast and University of Ulster to offer year long placements that add real value to the individual in terms of skills growth and employability. Interns are supported and mentored throughout and are completely involved with the work and culture of 1Team. The placement will also enhance your practical understanding of the academic work you have already undertaken. Most of our interns go on to achieve first class degrees and many come back to work for us permanently after graduation.

"My internship really helped with the final year of my degree as I had improved my development skills and knew more about the relevant technologies to make my projects better and easier to create."

"The tools and knowledge that I gained from experts in the industry were second to none. I was confidently prepared for my final year at Ulster University where I was able to take all of what I learned and utilise those skills within my projects."

Read More Here

Job Purpose

This year, for placement in August 2023 - August 2024, Synergy Learning is recruiting for an Intern IT Technician who loves working with technology and is keen to learn how to manage the IT requirements of a successful & growing learning technology company. The successful candidate will be a keen technologist who can support & wow our users, the Intern IT Technician will work alongside our Systems Manager to implement IT best practices.
There will also be the opportunity to gain experience on our application hosting service.

Intern IT Technician

Key Responsibilities

- Work with the Systems Manager to provide IT Service Delivery
- Advise users on how they can obtain the most value from the various IT Systems
- of the SL service management portal
- Supplier / Vendor relationship & licensing management
- Contribute to and author IT policies including but limited to Authentication, Backups & Security
- Help document workflows, processes & help guides
- Work collaboratively with all stakeholders to ensure efficient delivery of services
- Take a proactive approach to professional development and performance

Relationships & Reporting

- You will work collaboratively with 1Team, cross-circle and cross-discipline
- You will report to the Head of Operations

What we are looking for in you

You must have/be

- User-focused with a natural ability to solve problems
- Approachable & personable
- Organised & methodical with strong attention to detail
- Able to see the bigger picture when it comes to our Users' challenges and opportunities
- A self-starter who can manage & prioritise their own workload
- Happy to work in a remote first model, and collocate when required
- Able to work independently, deliver on-time, on-budget & to quality. Resilient when challenges arise
- Excellent communication skills both written & verbal
- Excellent user interaction skills, collaborative work style, and strong interpersonal and team skills, with the ability to communicate with technical and non-technical people comfortably
- A user focused individual with strong decision making skills
- Have an understanding and appreciation of scripting to automate recurring processes
- Flexible, with a strong work ethic and willingness to travel when required
- Consistently demonstrate alignment with Synergy Learning's values

We would love you to have

- Linux Knowledge

How to apply

If you are suitably qualified and experienced and you think you would like to join us, then we'd love to hear from you! Here's how you can apply:

- Follow the link to Apply Now to begin your application
- Upload and attach a copy of your up-to-date CV
- Attach a cover letter explaining why you're the best person for this role, outline your career objectives and how Synergy Learning can help you fulfil them.
- Answer the supplementary questions as best you can and submit your application: easy!
- We will respond to every applicant and our People Circle will contact you to arrange an interview if your skills and experience are a strong match for the role.

We are an **equal opportunities employer** and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by **females** in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any **reasonable adjustments to assist you** in applying for this role, or in due course, attending an interview, **please let us know** and we will do all we can to facilitate the request(s).

Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our privacy policy. (https://bit.ly/2KzSF6W). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at dpo@synergy-learning.com for more information.