

IT Trainer & Application Support

Salary – £30,000-£35,000 based on experience

Term – The role is a full-time permanent position.

Location – Based from home, and our Romsey office, with travel to London and Manchester and field visits throughout the UK.

Japanese Knotweed Ltd specialise in the control and eradication of Japanese knotweed and other invasive weeds, throughout the UK. We mitigate and solve the problems invasive weeds cause for property developers, construction companies, corporate clients, local authorities, housing associations and private homeowners. We pride ourselves on offering the best service in the industry.

Our people are brilliant – they are self-motivated and dedicated. They are reliable and conscientious, and all share the same vision. They are energized by delivering an outstanding service to our customers with transparency and accountability, and this is what makes us a market leader.

We aspire to employ the best people to work for us, people who can take ownership of their roles and who enjoy doing what they do best, for a friendly and caring company. You will be a well organised and problem-solving person who is motivated by delivering high standards and who takes pride in a job well done

If you have the required qualities and qualifications, please apply and we will send you our application form and the full job description.

Role summary:

This role plays a key part in inducting new starters and developing existing staff's IT capabilities. The position is also an integral part of the IT support team general functionality. The role will develop the use of technology across the company, creating and presenting high quality bespoke training materials for one to one and group-based sessions. The role also involves participation in project areas such as user acceptance testing and product design/deployment. The role will be split 50/50 between training and support. The ethos of the team is to help our staff to help themselves.

Experience and Qualifications:

- 2+ Years of relevant Application Support/Service Desk experience.
- Experience of providing training and a thorough understanding of learning styles.
- SQL knowledge and experience.
- Totally proficient in Office 365.
- Preferred: Knowledge of Automate and PowerApps.

Skills:

- Personable and able to establish rapport remotely and in person.
- Have a logical and analytical approach to problem solving.
- Confident working with all devices - PCs/Tablets/Phones.
- Staff training on product rollouts and updates.
- Understanding and experience of system security and GDPR.
- Knowledge of business process modelling, use cases and case modelling.
- High attention to detail in producing work/documentation.
- A full UK driving licence

Responsibilities:

The responsibilities of the role are detailed in the job description which will accompany the application form.

Salary and Benefits

Competitive Salary and an attractive Pension Scheme.

23 Days holiday plus bank holidays.

Additional holiday and award for recognition of long service recognition.

Birthday, Christmas, and special occasion gifts.

Company events, team breakfasts.

A generous holiday purchase scheme.

If you are interested in knowing about this job and would like to apply for the role, please [contact us](#).