



KICKSTART ROLE

Kickstart Application Support Assistant (SL)

Location: Norwich, NR7 0WF

Closing date: June

Placement summary:

This role will be to monitor the day-to-day alerts and incoming incident tickets for the Application Support team, as well as providing general support for the team as required. This may include some data-entry, assisting with investigation and diagnosis of IT incidents, and service request fulfilment. To provide continued support to the immediate and wider Application teams. You will learn about the Microsoft technologies used within Clarion Housing, these include SharePoint online, Microsoft Office applications, Microsoft Dynamics 365 and other supporting applications.

Essential skills, experience and qualifications:

- You will be a self-starter, interested in technology and enjoy learning
- GCSE Grade 4+ (C+) in Maths, English and a Science or Computer related subject
- No experience necessary training will be provided.
- An inquisitive mind is essential

In order to apply for a Kickstart Scheme vacancy you need to be currently in receipt of Universal Credit payments, be between the ages of 16 – 24 years old and fulfil the suitability and eligibility criteria which will be assessed by your Universal Credit Work Coach.

Please contact your Work Coach via your Universal Credit Journal, stating:

- *The full name of the Employer – Clarion Housing Group*
- *The Kickstart vacancy that you are interested in*
- *The postcode where the vacancy is based*

Your Work Coach will then contact you to confirm whether you fulfil the suitability & eligibility criteria, and discuss next steps.