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COMPONENTS		GUIDANCE
1:	Job Title:	ICT Network and Infrastructure Tech Support
2:	Employer:	Mo-Sys Engineering Ltd – an award-winning, world-renowned manufacturer of virtual production solutions and camera robotics for film, TV and broadcast (https://www.mo-sys.com/).
3:	Working pattern:	<p>The number of hours/days per week (Min 45 days/320 hours total)</p> <p>Block projects – full-time for 10 weeks.</p>
4:	Placement duties	This is a technical role where you'll work closely with our IT and customer support teams to assist a continuously growing team of 80+ employees. You'll support the ongoing maintenance of existing network and phone systems, and offer ad-hoc IT support.
5:	Activities:	<p>This section should outline the key activities and tasks the student will carry out during the placement that will help them achieve the overall placement objective. Where possible, the activities and tasks' frequency may also be reflected e.g. per week / for the duration of the placement</p> <ul style="list-style-type: none"> • Install and configure hardware operating systems and applications • Monitor and maintain computer systems and networks • Help employees set up systems and resolve issues • Troubleshoot systems and network problems, assist with the diagnostics and solve hardware and software faults • Set up new user accounts and profiles, deal with password issues

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6:	Skill development:	<p>On the placement the student will need to further develop:</p> <p>1: Technical skills</p> <p>A: Taking details from people about their IT problems</p> <p>B: Finding and fixing faults</p> <p>C: Tracking work in progress and recording issues and solutions</p> <p>D: Updating online databases</p> <p>E: Teaching people how to use new software</p> <p>2: Soft Skills</p> <p>A: Logical thinking and memorising</p> <p>B: Listening and probing</p> <p>C: Teamwork</p> <p>D: Problem solving</p>
7:	Minimum starting requirements:	<p>This section should detail any agreed starting requirements to ensure the student undertakes/is equipped with before the start of the placement.</p> <ul style="list-style-type: none"> • Understanding of how software and operating systems work and willingness to learn • Ability to work and communicate within a small team
8	Suggested prior skills:	<p>This section should detail any important prior skills, knowledge, or behaviours that the student should have covered during their course in advance of the placement</p> <ul style="list-style-type: none"> • Approachable and enjoys helping people • Good time management and commitment
9:	Interview Date:	Tuesday 6th February
10:	Start Date:	Monday 12th February
11:	End Dates	tbc
12:	Vacancy Deadline:	Monday 29th January

