

## First-Line IT Support Assistant – Entry Level (Aberdeen)

Scarf are looking for a young person who is interested in IT and wants to gain real workplace experience in a supportive environment. This is an entry-level role, and full training will be provided.

You will be the first point of contact for IT support queries, helping staff with simple issues such as password resets, basic software problems, and setting up equipment. You will log requests, keep users updated, and pass more complex issues to senior IT staff when needed.

You will also help with basic IT administration, including keeping records of IT equipment and supporting day-to-day IT tasks. You will work closely with experienced IT professionals who will provide guidance, training, and ongoing support.

The role is 20 hours per week, ideally worked over five days from 9am to 1pm. It is a hybrid role with at least two days per week based in the Aberdeen office.

This role is suitable for a school leaver, college student, or someone starting out in IT. No formal qualifications are required. An interest in technology, a willingness to learn, and good communication skills are more important than experience.

This role is suitable for a trainee or apprenticeship route and works well alongside college study.

## How to Apply

If you are interested in this role, please apply by sending a short covering letter explaining why you are interested and what you hope to learn, along with your CV if you have one.

Please send your application to the HR Manager at [tricia.gray@scarf.org.uk](mailto:tricia.gray@scarf.org.uk) with the subject line: "First-Line IT Support Assistant – Application".

If you do not have a CV, don't worry, a covering letter telling us about yourself and why you want to join the role is enough.

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