

seriun[®]

Join our team

Cyber Security Apprentice

Job Description



About Seriun

A strong team of tech ninjas and industry experts

Founded in 2003, Seriun are an award winning fully Managed Service Provider. A team of 30 who specialise in delivering IT services, Telecoms solutions and bespoke software development to a wide range of industries. Seriun invests in its people and encourage work to be enjoyable and rewarding.

Our vision and purpose are to inspire and empower everyone to get the best out of technology. Empowering you to progress your career in what you love to do. We pride ourselves on delivering excellent customer service and solutions, empowering our customers to do the same for *their* customers.

Inspiring and engaging our team

Last year we launched Inpowa – our employee engagement tool to drive reward and recognition throughout the team. It integrates with Autotask, our Business Management software, allowing us to actively reward you for the great work we do. Results lead to 'diamonds', which translate into prizes, everything from a KFC bucket to a trip for two to a holiday destination abroad.

A promotional graphic for Inpowa, an employee engagement platform. The background is a vibrant purple and pink gradient with stylized clouds. On the right, a superhero character in a blue suit and yellow cape stands on a tall, pink, cylindrical pedestal. To the left of the character, there are three smaller, similar pedestals of increasing height. The text 'EMPOWER YOUR TEAM' is written in large, bold, pink letters at the top left. Below it, a paragraph reads: 'Motivate and inspire your people with Inpowa's cutting edge engagement platform. Integrated with your business management software, Inpowa drives performance with rewards, keeping your team happy and hungry for more!'. Below this paragraph are three circular icons with corresponding text: a game controller icon for 'Engage with gamification', a target icon for 'Recognise performance', and a trophy icon for 'Reward and celebrate'. At the bottom, the text 'Level-up your business!' is written in large, bold, yellow letters. In the bottom left corner, it says 'incubated by seriun' and in the bottom right corner, it says 'inpowa.me'. The word 'INPOWA' is written in white capital letters at the top right.

INPOWA

EMPOWER YOUR TEAM

Motivate and inspire your people with Inpowa's cutting edge engagement platform.

Integrated with your business management software, Inpowa drives performance with rewards, keeping your team happy and hungry for more!

- Engage with gamification
- Recognise performance
- Reward and celebrate

Level-up your business!

incubated by seriun

inpowa.me

The start of an exciting new career

Cyber Security Apprentice

This is a fantastic opportunity to join an award-winning Managed Service Provider and be part of our growth journey and success story.

Location

This role is based at our Barrowford office.

The Role

At Seriun, we're looking for a passionate individual looking to start or progress their career in IT as a Cyber Security Technician. The purpose of the role is to ensure that the company and its clients information and systems are protected, in accordance with the needs of the business and adhering to Information Security principles. You'll learn how to detect breaches in network security, provide 1st and 2nd line support fixes, and collate information for escalation to incident response teams or other determined function.

Working Week

Monday to Friday 8:30am-5pm – Total hours per week: 40

Expected Duration

15 Months (Including EPA)

Possible Start Date

ASAP

What you will do in your working day:

- Monitoring the company and its clients networks for malicious activity.
- Providing 1st and 2nd line support for all security incidents, as part of the Seriun cyber team.
- Responding to and investigating alerts, assisting with developing new security monitoring use cases, and ensuring all investigative activity is properly documented in ticketing systems and followed up with relevant support teams.
- Assisting in monitoring open-source intelligence sources for potential threats against the company and its clients, and ensuring appropriate defensive actions are taken with respect to these.
- Running vulnerability scans against customer network infrastructures, interpreting these, and following up issues with relevant support teams.
- Providing support to projects undertaken by our Information Security function.
- Assist with Cyber Essentials and Cyber Essentials Plus projects.
- Assist with producing high quality documentation (user guides, project notes)

Skills

Desired skills and personal qualities:

- Strong willingness to learn.
- Great time management skills, as you'll need to work flexibly and under pressure
- Communication skills – you'll need to be able to deal with a fast-paced environment
- Ability to prioritise workloads and to know when to seek guidance
- An excellent phone manner
- A keen interest and proven ability of IT knowledge (education or self-tuition)
- Logical and creative thinking skills
- Fault finding/trouble shooting ability
- Understands IT network features and functions
- Knowledge of basic security concepts and security technologies

You might also have (but don't need):

- Experience working with infrastructure and technology, including understanding of security operations.
- Experience working with first line ticketing
- Technical ability in networking systems
- Experience of system forensics
- Knowledge of the NCSC and associated organisations such as IASME.

Qualifications:

- GCSE or equivalent: English (Grades A*- C / 9-4)
- GCSE or equivalent: Maths (Grades A*- C / 9-4)

Apprenticeship Details

Cyber Security Technician (Level 3)

Your apprenticeship programme is with Keibra. Keibra deliver training onsite at our own premises in Barrowford, with some sessions provided remotely if that's more suitable. The face-to-face, hands-on, practical training means you can put your new skills into practice within a professional working environment and depend the competency you need to be a Cyber Security Technician. You will also have a work mentor and 1-2-1 sessions with the trainer(s) from Keibra.

What to expect at the end of your apprenticeship:

By working hard and demonstrating your ability, drive, and commitment throughout your apprenticeship programme, upon completion you may be offered a permanent contract ensuring you have further opportunities to continue growing within this exciting organisation. This may also lead onto a Level 4 Cyber Security Engineering apprenticeship, and further professional qualifications.

Adjustments for experience:

You could reduce your training time, or finish your apprenticeship faster, if you have relevant prior learning or experience. This could be relevant:

- training
- qualifications, like an NVQ in a relevant field
- industry or sector experience

Salary and Benefits

Apprenticeship salary (<https://www.gov.uk/national-minimum-wage-rates>)

Our people are important to us, so we believe in looking after them as best we can. We have an engagement policy with perks and benefits, including:

- Tools to get the job done – A new high-spec Dell laptop and mobile phone expenses
- Cashback Healthcare Plan
- Career and personal development
- Annual away day for feedback and positive change
- Fun CSR activities, friendly environment and relaxed workplace
- Social days/evenings out and the Seriun festival (Coming soon)
- Hot lunch on last Friday of every month, with a catered-for style lunch every quarter
- Xmas parties (which are on another level!)
- Weekly fruit basket, tea, coffee and fruit juice provided
- Inpowa - employee reward system – prizes for the great work you do
- Annual Incremental holidays (maximum of 5 extra days after 3 years' service)
- Ability to purchase holidays
- Long service rewards and awards
- Pension Scheme
- Career Progression policy of internal recruitment over external
- More to be announced soon...

The social side of Seriun

We strive to keep our people engaged and motivated.
Here's a few of our best bits over the years...

