Employer Name SDK Environmental Ltd
Employer Address Acorn House
Aspen Way
Yalberton Industrial Estate
Paignton
TQ4 7QR

Contact : Miss Emma Brown
HR Officer
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Contact by : Email, Phone, Post

SDK Environmental has been delivering quality environmental services to high-profile council clients throughout the south of England for over 20 years and continues to thrive in the austerity climate. The headquarters are at the Paignton base where IT is based.

The IT technical apprentice will

- Provide front-line IT support to head office and field staff on communications and IT
- Assist in the maintenance of company data centre, unified network and company web sites
- Provide support for DRP and BCP solutions and testing.
- Operate within a PCI – DSS compliant environment working towards ISO 27001
- Provide technical support for company CRM

Number of Positions One

Weekly Wage The current national minimum wage for apprentices is £3.30 per hour from 1st October 2015, which is £123.75 weekly. Pay will be reviewed and increments may be paid following progress reviews during the period of the apprenticeship.

Working Week Monday to Friday 9.00am to 5.00pm, with a working week of 37.5 hours, including the college release day during the technical certificate period of two college years.

Future Prospects There are opportunities to further develop based on proven ability and to obtain Microsoft certified qualifications.
There are opportunities to apply for permanent posts and in the longer-term to develop and specialise.

Vacancy Location Yalberton Industrial Estate, Paignton

Employer Providing environmental services to local authorities, organisations, businesses and domestic customers. Pest control, Animal Control and Hygiene Services.

Positive About The Disabled We are committed to equal opportunities and welcome applicants from diverse backgrounds.
Applications from all candidates will be considered on merit. Applications from disabled candidates which meet the minimum criteria will be guaranteed an interview.

Employer Website www.sdke.co.uk

The main tasks

- Provide excellent customer service at all times
- Provide desktop support at local level, liaise and assist our IT support provider
- Carry out security scans, ensure malware and antiviral software are up to date
- Assist in the maintenance and updating of the company SharePoint site
- Assist in the maintenance of our remote workforce 365 cloud accounts
- Prepare new work stations and create and delete user accounts
- Assist in compliance with data protection duties and information security
- Assist in maintenance of Egress switch e-mail security system
- Assist with PBX management and provide user interface
- Assist with maintenance of Cloud-based telephony and multiple IVR control
- Assist in IT asset managing and tagging
- Assist in software licence compliance and auditing
- Assist in DRP planning testing and implementation
- Assist in updating and management of company's websites
- Assist in data warehousing and document control
- Assist in maintenance of SDK Microsoft Partner Status
- Assist in maintenance of SDK mobile security and software patching
- Assist in maintenance of company vehicle satellite tracking systems

Vacancy Title
IT Technical Apprentice

Learning Provider Details

Provider	South Devon College	Duration of Course	2 Years
Occupational Area	Information Technology	Framework	Competence for IT Professionals Level 3

Training to be Provided

- Level 3 Diploma in IT
- Computer Systems Unit 2
- Website Production Unit 28
- IT Systems Troubleshooting and Repair Unit 13
- Employer Rights and Responsibilities Workbook

Communication and Employability Skills for IT* Unit 1
Information Systems Unit 3
Computer Networks Unit 9
Functional Skills Level 2 English, Maths and ICT

Skills Required

- Excellent keyboard skills
- Experience with Microsoft products
- Ability to remain focused and work methodically
- Able to communicate with work colleagues in a friendly and constructive manner
- A desire to achieve and progress

Personal Qualities

To succeed on an apprenticeship programme you will need to be dedicated and hard working

Qualifications Required

- To enrol onto an apprenticeship programme you will require 5 GCSEs minimum grade C, including Maths and English or equivalent
- Excellent keyboard skills and experience of Microsoft products
- The apprentice will be required to have a DBS check - funded by the employer