

2021 Global Technology Apprenticeship Programme - Horsham

Who we're looking for

If you've just finished school or college, and gained A-levels or BTECs, and you're not sure that university is for you, then our Global Technology Apprenticeship Programme provides you with a chance to take the first step in your career and earn while you learn.

We are looking for someone who gets a real buzz out of technology, has a mind for problem solving and a flair for providing excellent customer service.

You'll be part of either our new Technology Operations Centre, home to our growing team of Service Desk Analysts or our Cyber Security Operations Centre responsible for cyber defence for the business.

So we're looking for someone who is eager to learn, loves a challenge and is able to handle working in a fast paced environment.

About Schroders

We're a global investment manager. We help institutions, intermediaries and individuals around the world invest money to meet their goals, fulfil their ambitions, and prepare for the future.

We have around 5,000 people on six continents. And we've been around for over 200 years, but keep adapting as society and technology changes. What doesn't change is our commitment to helping our clients, and society, prosper.

The base

You'll be based at our new Broadlands Business Campus near Horsham in West Sussex. That's home to our new Technology Operations Centre (TOC). It's a brand new site, and a brand new team, putting digital first. So we want inquisitive individuals who are eager to ask questions and get involved with the team.

It'll have same high standards and international reputation as our HQ in the City of London, without being in the city: a big, countryside campus (and no commute on the Tube) means life will feel a little different.

Investment20/20

You will join as an apprentice as part of the Investment20/20 programme, you will have opportunities to meet and network with trainees across the industry and participate in training, socials and insight events.

The Teams

IT Service Desk

The Schroders Service Desk head up the front lines of the IT Service teams. Our goal is to provide excellent customer service and quick responses to our users.

To achieve this goal we have hired people who have great interpersonal skills, implemented new modern tools and follow a shift left mentality which allows us to automate as much as possible.

We support our international offices by developing, rolling out and maintaining our systems and processes, using cutting-edge software and hardware. Our new Broadlands Business Campus means there's a great working environment for the team.

What you'll do

As a Service Desk apprentice, you will spend 20% of your time working towards achieving the ITIL V4 qualification; the rest of your time will be spent working with your team and gaining the skills you need to build your expertise. Some of the tasks and projects you'll be involved in are:

- Gaining hands-on experience with monitoring our IT network infrastructure using different tools and technologies and understanding how an IT service desk operates in a business like Schroders
- Working with a variety of people from across IT Services including Network, Security, Storage, Servers, and Applications on end to end projects
- Take responsibility for your very own Business Project on an area you're passionate about and personalised to your career goals
- Providing excellent customer service to users and clients
- Learning from highly experienced members of staff, and gaining the experience and knowledge required to become a great service desk technician
- You will learn how to resolve any incident that is raised by a user
- Hands-on experience with Request management, which can range from deploying an application to a users machine to creating a shared mailbox

The knowledge, experience and qualifications that will help

- Any experience in providing excellent customer service in any industry
- A Technology/ IT qualification at GCSE or equivalent
- An understanding of the latest news and changes in Technology

What you'll be like

- You'll be an enthusiastic self-starter who is eager to learn more about our industry and our business
- A team player with a pro-active approach to getting things done, you'll love a challenge and are keen to work in an exciting, fast paced environment.
- You'll be flexible and eager to learn – how we work in the new IT hub will evolve, so you'll need to adapt and work with others well

Ultimately, we can teach what you need to know about the job we just need you to bring your drive, passion and enthusiasm to make the most of the opportunity to start building your career.

Cyber Security Operations Team (SOC)

The Cyber Security Operations Centre heads up the cyber defence for the organisation. Our goal is to detect and remediate any form of malicious behaviour towards the organisational cyber capabilities, whether that is from external malicious actors, or internal threats. We cover the organisation globally, with colleagues in Singapore and the Americas, providing a 24x7 security function.

What you'll do

As a Schroders Cyber Security apprentice, you will spend 20% of your time working towards achieving an accredited professional qualification; the rest of your time will be spent working with your team and gaining the skills you need to build your expertise.

You will be part of our Cyber SOC working to defend the organisation from cyber attacks. Working within a larger Global Operations Centre, you will be responsible for receiving and managing global Cyber Security related incidents, investigating the route causes and ensuring the ongoing protection of the organisation's information. The ideal candidate will be knowledgeable in IT, have a passion for Cyber Security, excellent interpersonal skills and be a strong team player. You will also:

- Contribute towards improving use cases to detect malicious activity
- Owning and delivering project work linked to service improvement
- Writing reports relating to investigations undertaken using a framework set out within our incident management platform
- Present findings of your investigations to the SOC senior analysts and/or SOC manager

- Note: the working hours for this role are 9-5pm for the duration of the programme, however on completion of the apprenticeship you may be encouraged to participate in the working shift rota of the team (currently 07:30-15:30 and 15:00-2300) to provide the 24x7 coverage required

The knowledge, experience and qualifications that will help

- A Technology/ IT qualification at GCSE or equivalent
- An understanding of the latest news and changes in Technology
- Any experience in providing excellent customer service in any industry
- Experience and understanding of penetration testing / cyber security, be that formal or for leisure (hack the box, over the wire etc.)
- Keen interest in everything to do with cyber security and the latest threats, tactics and techniques within the community

What you'll be like

- You'll be an enthusiastic self-starter who is eager to learn more about our industry and our business
- A team player with a pro-active approach to getting things done, you'll love a challenge and are keen to work in an exciting, fast paced environment.
- You'll be flexible and eager to learn as the needs of our customers and the business evolve so you'll need to adapt and work with others well.

The knowledge, experience and qualifications you need (both roles)

- Although we usually ask you to have achieved at least 96 UCAS points to be eligible for this role, we appreciate the need to be flexible given the on-going pandemic and disruption to your school/ college life. If you've achieved a little under 96 UCAS points in the academic year 20/21, we would still encourage you to apply.
- You must be 18 years old by Monday 6 September to apply for the 2021 intake.

We're looking for the best, whoever they are

Schroders is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Please note we recruit on a rolling basis so recommend you apply early.

Start date: Monday 6 September 2021

Meet Schroders IT Service Desk Apprentice: <https://youtu.be/9bj5ODnZonw>

Become a Trainee or Apprentice at Schroders on the Investment20/20 Programme:
<https://youtu.be/1afhknngvjY>