



Job Description

Job Title:	Cyber Security Technologist Apprentice L4
Reports to:	Information Security and ISMS Manager
Grade:	Apprenticeship Grade / Level 4
Date:	2026

1. Job Purpose

The Cyber Security Technologist Apprentice will work as part of a team providing efficient IT services and excellent standards of support throughout the organisation. The post holder will be expected to be professional, have technical competence and have good communication skills, assisting with cyber-related helpdesk calls and supporting staff with computer and software issues.

The post holder will have responsibility for managing their own tasks but will always be under the direct supervision of a qualified/experienced colleague. Full training will be given.

2a. Key Responsibilities

An apprenticeship is a learning role; therefore, the list below represents tasks that might be undertaken, however full training will be given. However, full training will be given, and tasks will vary depending on placement.

- Assist in providing general IT first line technical support in relation to cyber issues
- Record and resolve faults wherever possible, seeking external help where necessary
- Update lists, processes, checklists and databases efficiently
- To deliver and set up IT and media equipment and support technologies, including the installation and configuration of all PC workstations and associated software packages.
- Conducting specific cyber security tasks to defined procedures and standards.
- Implement specific cyber security mechanisms and controls to include: patching software, installing software updates, implementing access control, configuring firewalls, security incident and event management tools (SIEM) tools and protection tools (Anti-virus, Anti-malware, Anti-spam).
- Apply procedures and controls to maintain security and control of an organisation.

- Contribute to the production and development of security culture across an organisation including assisting with the promotion of cyber security awareness programmes, monitoring the effectiveness of cyber security awareness programmes and promoting an effective cyber security culture
- Monitor, identify, report and escalate information security incidents and events in accordance with relevant procedures and standards.
- Conduct regular review of access rights to digital information assets in accordance with relevant procedures and standards.
- Contribute to documenting the scope and evaluating the results of vulnerability assessments in accordance with management requirements.
- Contribute to risk assessments and escalate where appropriate in accordance with relevant procedures and standards.
- Contribute to routine threat intelligence gathering tasks.
- Document incident and event information, exception and management reports in accordance with relevant policies, procedures and standards.
- Contribute towards the production and review of cyber security policies, procedures, standards and guidelines
- Monitor and detect potential security threats and escalate in accordance with relevant procedures and standards.
- Maintain, clean and service equipment, performing computer updates and replacements as directed
- Liaise with customers, suppliers and visitors both face to face and over the phone, dealing with enquiries in a friendly and professional manner ensuring a high level of customer service is delivered

2b. Generic Responsibilities (must be kept in all job descriptions)

- Work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensure that services are delivered in line with relevant legislation, ISO standards and YPO objectives, values and policies including those relating to Equity, Diversity & Inclusion, Customer Care and Health and Safety
- Undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.
- Due to the confidentiality requirements of the role, successful applicants may be expected to sign up to an IT NDA process which will be thoroughly explained, including their responsibilities.

3. Dimensions

- Accountable for coursework and a positive outlook to learning with an outcome of a Level 4 Cyber Security Technologist apprenticeship standard.

4. Planning and Organising

- Timekeeping and punctuality in line with departmental requirements
- With direction from the line manager completing allocated tasks in a timely manner

5. Problem Solving and Decision Making

- No accountability required as this is a training role.

6. Communication and Relationships (internal and external)

- Building relationships with colleagues at YPO
- External suppliers/contacts appropriate to the department
- College Tutor
- Apprentice Manager

7. Special Features and Personal Attributes

- A cheerful and optimistic attitude to work
- The drive and determination to 'make things happen'
- Ability to build relationships and rapport with colleagues and customers
- A commitment to self-development
- A good team player

Apprentices are expected to get involved with apprenticeship promotion activities for YPO such as National Apprenticeship Week and careers fairs.

- Does the Fluency Duty apply? Yes

Level 1: Competent

This post is subject to the Fluency Duty under Part 7 of the Immigration Act 2016. The post-holder is therefore required to demonstrate a level of fluency which enables them to converse confidently at length with service users using accurate spoken English, without the need to repeat the information provided in order to be understood (although some hesitancy when searching for sentence structure and vocabulary will be accepted).

8. Knowledge, Skills and Experience			
Area	Essential	Desirable	Assessment
Knowledge			
GCSE or equivalent Grades A*-C (Grade 5 and above) in Mathematics, English Language, IT and 2 other subjects Level 3 qualification, such as A level or an equivalent BTEC. <i>Students may refer to their predicted grades in either or both formats</i> Applicants must demonstrate the ability to study at academic Level 4, equivalent to the first year of a university course.	x		Application
A good understanding of the Cyber Security / Information Security: Technologies, Practices, Landscape, Confidentiality/Integrity/Availability	x		Application/Interview
A good understanding of the work and skills required of an IT Technician.	x		Application/Interview
Skills			
A good working knowledge of Windows and ability to use MS Office 365 products	x		Application/Interview
Customer focused with good communication skills	x		Application/Interview
Self-motivated with the ability to prioritise tasks in order to achieve targets	x		Application/Interview
Technical skills in the use and support of computer systems		x	Application/Interview
Cyber security awareness and components of an effective security culture	x		Application/Interview
Ability to work independently and as part of a team	x		Application/Interview
An effective problem solver with an aptitude for understanding processes and investigating technical IT issues	x		Application/Interview
Excellent attention to detail with analytical and judgement abilities	x		Application/Interview
Experience			
Any part time or voluntary employment such as shop work or support in a clerical position		x	Application/Interview

Experience of participation in school/college extra-curricular activities		x	Application/Interview
Experience of working in a team, e.g. sports clubs, hobbies or school project work		x	Application/Interview

Jobholder Signature:

Manager Signature:

Date: