



1<sup>st</sup> November 2018

## **The Company:**

Tiflex Ltd is an integrated manufacturing and sales business with a long history in the production of rubber and cork products which has grown into a multidisciplinary solutions organisation. Tiflex operates four divisions: Industrial, Flooring, Rail Products and Services and Leisure.

Tiflex Ltd is based at Liskeard in Cornwall, has an annual turnover of around £17M and employs in the region of 180 people. It is a member of the James Walker Group of companies. The James Walker Group is a dynamic global manufacturing organisation that supplies a vast range of products and services. With an annual turnover in excess of £180 million.

## **The Vacancy: - I.T Systems Support Apprentice**

An excellent opportunity for an apprentice has arisen in our I.T department.

The role consists of all aspects of I.T System Administration (ERP, CRM, Exchange, Office, and Networking etc.), supporting around 100 onsite users and a number of remote personnel whilst gaining an industry recognised Infrastructure Technician qualification.

## **Apprenticeship Details: - Infrastructure Technician (Level 3 – 12 Month Duration)**

### **Professional Recognition:**

The apprenticeship is recognised for entry onto the register of I.T technicians confirming SFIA Level 3 professional competence.

### **What you will learn:**

Communications, I.T Security, Remote Infrastructure, Cloud Services, Networking, Software Development Basics, I.T Service Delivery

*\*The Training Programme will be based in Plymouth and consist of five one week offsite sessions.*

(\*Maybe subject to change)

### **Nature of work undertaken on site:**

1. To act as a member of the IT Team offering front line support to ensure the timely resolution of IT hardware / software and communications problems.
2. To identify the causes of poor system performance and make recommendations as to the appropriate courses of action and assist in their implementation. To recommend and implement solutions to production and commercial administration problems and evaluate development ideas for these processes.
3. To keep abreast of technical developments within the field of IT and telecommunication and assess their potential impact on our business. To be aware of user trends within the IT sector.
4. To assist in the monitoring and appraisal of implementations by using direct and indirect user feedback to ensure that both team and company objectives are being met.
5. To ensure that the law and good practice in respect of Company Policy and UK law are observed regarding IT systems.
6. To attend meetings, write report, carry out special projects and undertake training as required.
7. You must be self motivated, discreet and willing to learn.

Salary circa: £19k

Please forward CV and covering letter to Amanda Dymond, HR Manager.

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