Megan Arnold
ICT Business Support (Apprentice)

The job

My apprenticeship in ICT is spilt so I work both in the business and customer service sides. In business support I use software to maintain core address and road information that is used by all public services and the Ordnance Survey. I also work on the helpdesk, taking and recording calls from internal and external clients and dealing with issues.

Highlight of your apprenticeship

The highlight for me has been the Helpdesk. I wasn't confident using the phone but training on the Helpdesk has increased my confidence. On the business side, I gained knowledge of how the Councils worked because I really had no idea before I started. But slowly I learnt how each of the departments worked and how they work together in unison to deliver a service.

Career Prospects

The career prospects are large in the ICT sector. Technology is used in most business and ICT skills can be applied anywhere. My options vary from inside the council, other councils, schools and even business or retail stores.

How did you find out about the apprenticeship?

I discovered the apprenticeships on an online website with the help of my parents and school.

What was your biggest challenge?

Personally I think my biggest challenge is adapting to the different environment. The leap to sixth form was big, but I felt the leap was bigger going into an apprenticeship because you are also working as well as learning. The relationships between people are very different from school or sixth form. Also dealing with the workload and getting the balance between work, college and the apprenticeship work can be difficult.

What was the support like during your apprenticeship? (When did you receive support?)

The support you get within an apprenticeship is great. Not only do you get support from the apprenticeship program but also from the college and from everyone at the workplace. Help is always at hand, you just have to ask.

What skills are required for your role?

That will vary depending on which section I'm in. I started the apprenticeship with a good knowledge of IT, (I received a Distinction at A level) but that really wasn't essential because you learn a host of new skills depending on the job role and colleges will guide you through the process. What I'm trying to say is that the skills can be learnt during the apprenticeship, you don't need to have them when you start.

Advice for anyone looking for an apprenticeship?

An apprenticeship is a great alternative for people who know that they don't want to go to University because you earn while you learn. It also gives you experience in the workplace which can be applied to any job role.