

Carrie – IT Apprentice

I work as an IT apprentice for Sandwell Broadband. I go into local schools and learning centres dealing with things including their broadband; IT faults and viruses, security and back-up. A typical day is hectic. I am out and about for half the day in schools; the other half I spend dealing with phone calls, fixing lap-tops and other IT work in the office. I enjoy getting my hands dirty sorting out network and cabling and even enjoy mundane duties like rolling out the lap-tops to schools.

IT was my favourite subject in school and I went on to College to do a BTEC First for IT Practitioners and then to do the BTEC National. I also gained a Level 2 in Customer Services and a Level 1 in Sign Language. The IT and customer services qualification have proved very relevant as I am dealing with 'customers' in my work. The sign language qualification has also been valuable as I have worked with deaf clients in school.

Before gaining this apprenticeship I was unemployed for 6 months. I applied for approximately 50 jobs before being successful in this one. I was familiar with this type of work but my main concern was finding the place, I had never been to Oldbury before. I solved this by asking someone who knew the area to show me the area before my interview.

Following college I worked in an IT shop. In the future I would ideally like to work in a special needs school as either an IT Technician or Network Manager. I am currently studying for an NVQ Level 2 qualification in ?. Depending on my work flow I do some of the NVQ at work, but I am also working in the evenings and Saturdays to complete it. This qualification, together with the practical experience I am gaining will help me to achieve my ambition.

Broadband Sandwell