

Who's this?

Jack is currently undertaking a two year Level 4 Information and Communication Technologies (ICT) Apprenticeship in partnership with the North West Ambulance Service (NWAS). He is part of a team assisting in the provision, maintenance and development of a comprehensive ICT service under the guidance of Functional Support Specialists, to ensure the Ambulance service carries out their duties efficiently and effectively in order to support departmental objectives

What's the story of their career to date?

After successfully completing his A-Levels, Jack decided that university was not the route that he wanted to pursue and decided to research apprenticeships on the [GOV.UK website](http://gov.uk) where he discovered there were many apprenticeship roles in the NHS. Already having good IT skills, encouraged Jack to apply for something more telecommunications focused and was successful in his application to become an ICT apprentice and is currently in the first year of his two year apprenticeship

What do they do?

Jack is beginning to manage, troubleshoot and resolve desktop based system and printer related issues quickly in order to provide efficient and effective user support across the region and his daily routine varies day to day, currently learning how to fix the vital equipment used by the 999 call handlers, as well as learning to asset tag equipment, recording the details onto the NWAS system

What's the best thing about their role?

Jack works in a really great team who always ensure he understands task set, offering support and guidance when he needs it. Jack feels that his role is interesting and fulfilling, it makes him proud to know that the equipment he repairs will ultimately help someone who needs an ambulance in the future

Where are they going from here?

Jack is really enjoying his apprenticeship and would like to continue with his career in the NHS, there is also the possibility of a permanent role at the end of his apprenticeship, which is really encouraging for Jack

Where can I go from here?

This profile has been created by the Greater Manchester NHS Careers & Engagement Hub in partnership with North West Ambulance NHS Foundation Trust. If you'd like to find out more about career opportunities and working in the NHS then email us: careers.hub@cmft.nhs.uk or visit the NWAS careers website: <http://nwascareers.com>

