Staff Training Approach

Developing strength in depth: our apprentices and trainees

'A little knowledge is a dangerous thing' is a particularly appropriate warning for those in the IT support business. Which is why we invest in continuous staff training and development, backed by strict procedures for managing every situation.

WEYMOUTH COLLEGE

Apprenticeship: learning by doing

Daniel has just completed his twelve-month apprenticeship with us and is now a fully-fledged first line help desk engineer, providing proactive support to our clients.

Daniel came to us from Weymouth College, which runs an active apprenticeship programme. He impressed us with his positive attitude, enthusiasm and communication skills. Our support team needs both strong technical skills and the capability to engage with clients that want technology to work, without needing to know how it works.

His apprenticeship involved four days in the office and one day at college, studying business administration. It's important that our engineers understand how businesses operate, giving them insights into our clients' concerns and priorities.

During his days in the office, Daniel received training in Microsoft products, our helpdesk tools and client systems. Over time he became more deeply involved in live client issues, continually supported by mentoring from more experienced team members.

The entire apprenticeship process was managed by Weymouth College, which provided ongoing, evidence-based assessment.

Daniel is the second engineer to complete an apprenticeship with us. Our first apprentice went on to become our second line support account manager.

Julia Cohen, Head of External Partnerships and the Dorset Training Academy at Weymouth College, said: *"It's exciting to see IT Support 365's commitment to our apprenticeship programme, by helping Daniel become established in his chosen career."*

Trainees: learning by degrees

Sean has joined us more recently and is taking a different approach to his training. He's on a two-year computer degree course, again through Weymouth College. This gives him three days in the office each week, and two in college.

One of our directors, James Bull, said: *"As with all our staff, the completion of Daniel and Sean's formal training programme isn't the end of their learning and development. We're committed to giving our clients the best, most knowledgeable IT support that we can, and that starts with all of us keeping our own knowledge up to date. We make sure all our team have the time they need to do this."*

We're always keen to hear from people with the enthusiasm and drive to build a career providing IT support. To find out more, email: enquiries@itsupport365.co.uk.

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