*"Do or do not. There is no try."*-Yoda

## Introduction

My name is Henry Hood and I am on an Infrastructure Technician apprenticeship with BluescreenIT. I work a lot with computers and I enjoy my work.



Image: Henry Hood

### How did you get started in your career?

I applied for many apprenticeships in the IT field and eventually BluescreenIT contacted me regarding an apprenticeship vacancy.

### Can you outline a typical work day?

Every morning we have a technical brief and then get assigned jobs for the day. Throughout the day the apprentices take turns doing security monitoring. I take an hour out for lunch and then get back to work straight after I finish. Typically, at some time throughout the day, the task I am on changes when other issues arise. If I'm not doing anything else, I will try and work on projects for my apprenticeship.

## What do you enjoy most about your job?

Learning about IT and technology and figuring out how to fix problems.

## What skills are important for anyone wishing to start in your profession?

Troubleshooting ability and a keen interest in IT.

## What main personal attributes do you think is important for your type of job?

Logical thinking, determination and patience.

## Do you have any tips or suggestions on how young people and adults can enter your industry?

Teach yourself by doing projects, like repairing old broken computers and messing with operating systems on them. Don't go out of your way to find stuff like that but if you hear about someone getting rid of old technology, take it but only if it's cheap or free.

**What career progression opportunities are available in your business/sector?**

There are many progression opportunities in my sector. There are network administration routes, cyber security routes, and software development routes I can take after my apprenticeship.

**Why is it important for your sector to attract and train young people and new entrants?**

People are becoming more and more reliant on technology. This means that more and more technology is being used and its more important to have people who are capable to fix it if it fails.  There is also a skills gap in the industry, training young people to build their skills will help to bridge this gap.

**What trends do you predict for your industry within the next 10 years? E.g. is it a growing market requiring more young entrants**

Information technology is an ever changing concept and will require people who are always ready to learn and adapt to the way information is handled. This will lead businesses to try and pull in young people, who happen to have an interest in the sector, to train and recruit.

**General words of advice**

All you need when it comes to working in a technology based environment; an interest to learn, logical thinking ability and a keen interest in the field.

**Further contact/information**

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