

Meet Charlie, Ground Control's Digital and Technology Solutions, Level 6 apprentice



What apprenticeship are you doing at Ground Control and what does this cover?

I am in the final semester of a level 6, Digital and Technology Solutions integrated degree apprenticeship, specialising in data analytics.

It's a 4 year higher education programme that integrates academic and work-based learning. The course builds upon the core aspects of a computer science degree, tailoring the skills towards workplace application. I have covered topics such as:

- Big Data and BI
- Programming
- Cyber security
- Service management

I am currently working on my EPA (end point assessment), where I'm looking to reduce Ground Control's carbon emission production through route optimisation. This is great as it fits well with Ground Control's environmental focus.

What do you do on a day-to-day basis in your job within the IT Team at Ground Control?

My work over the past 4 years has been situated within the IT Service team supporting employees, customers and clients at first, second and third-line levels. This could vary from simple troubleshooting tasks to writing stored procedures in SQL. No two days are the same!

What is the best part of your job?

I get great satisfaction from helping people and resolving IT issues; it is very rewarding. Supporting the applications and hardware that Ground Control use enables me to speak to so many different people every day, expanding across the multiple divisions in the business.

What advice would you give to anyone wanting to get into a degree apprenticeship like yours?

I would definitely suggest looking at degree apprenticeships as an alternative to uni. It's a great way to combine training with real life experience in the workplace and is perfect for kickstarting your career as a young adult.

I found that when I was at school, there was an expectation to transition to University full-time. It's important to consider all options out there to ensure you endeavour down a path that is right for you.

What do you enjoy outside of work?

I'm really into football and am a big West Ham fan. I also play football every Monday night with employees from GC, everyone is welcome and it's a great way to get to know your colleagues on a more social level.



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