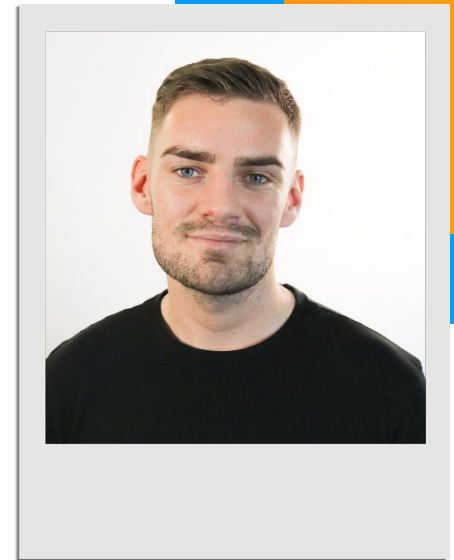


# Ryan Bond

**Job title: Service Desk Technician**



**How long have you been in your role?**

4 years

**How did you get in your role?**

I completed an apprenticeship many moons ago which was great to gain hands on experience and IT qualifications, this is what got me into IT along with various IT support roles, but I couldn't recommend enough being involved with an apprenticeship to start your career off.

**What do you enjoy most about the role?**

New issues to fix everyday, projects that I can make a difference with and improve our service also going to support at different sites not just over the phone.

**What challenges do you face?**

Keeping on track of the volume of tickets and meeting our SLA's (Service level agreement) This is the time frame needed to provide our service for our colleagues, also keeping up to date with an always changing technology is very important.

**What skills/qualifications do you require for your role?**

It's good to have a level 3 qualification in IT but is not necessarily needed, as long as show good communication and customer service that can go a long way but also having problem solving skills can be quite useful too for the issues we get.

**What advice would you give to someone considering this as a career option?**

Go for it – IT is a great career to get involved in as there are many different roles and journeys you could take, and this role is a great stepping stone for that.