

RYAN RAMENATTE

Technical Analyst
Cambridge Support



WHY DID YOU DO AN APPRENTICESHIP?

The reasons I chose to complete an apprenticeship was for the ability to work and learn at the same time, gaining both work experience and knowledge at the same time. This combination allows for the great application of knowledge and the ability to apply this in my day-to-day role.

WHAT LEVEL OF APPRENTICESHIP ARE YOU STUDYING?

Currently I am working towards a Level 6 BSc (Hons) Digital and Technology Solutions with a speciality in Network Engineering at ARU (Anglian Ruskin University). I previously completed a Level 4 Network Engineering apprenticeship with Cambridge Support Ltd and Firebrand Training.

HOW HAS STUDYING AN APPRENTICESHIP PREPARED YOU FOR THE WORLD OF WORK?

Due to the fast-paced nature of IT, the apprenticeship has allowed me to learn but also get faster and more efficient. I have also become better at incident and time management while prioritising critical incidents over trivial issues and writing notes where necessary.

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ARE YOU ENJOYING YOUR APPRENTICESHIP?

I am happy with the apprenticeship, both for what it covers but also through what I cover in my day-to-day work. I enjoy working on the systems getting hands on experience with the opportunity to work with professionals in my field. The continuous opportunities to learn not only internal systems but those used by a range of different vendors is fantastic. The team is extremely supportive, and it is a great atmosphere to be in.

HOW WAS THE PROCESS OF APPLYING FOR THE APPRENTICESHIP?

The process of applying for apprenticeships at most workplaces is extremely difficult, the reason behind this that they are extremely competitive due to the advantageous position that it puts the apprentice at the end of their course. My personal experience applying at Cambridge Support was simpler than most, the reason behind this was as I had previously gained IT experience allowing me to understand the fundamentals of IT systems. In my case I had reached out of LinkedIn to one of the companies Service Delivery Managers, who put me in contact with our operations director who I spoke with and later in the process had an interview with discussing the various apprenticeship options in more depth.

