Tommy Crockett

IT Apprentice @ Google

APPRENTICE NATION
Supported by BT Lucozade amazon

What was your motivation for selecting this apprenticeship?

I was motivated to pursue this apprenticeship because I've always enjoyed IT. I've been interested in computers since I was quite young.

IT was my favourite subject at school and I began building PCs when I was 15. I regularly help my family with their IT issues and thought it would make sense for me to make a career of it!

What are your key responsibilities?

In my role as an IT Apprentice at Google I provide IT support to Googler and provide solutions to their IT issues. I've gone from assisting family members with their IT queries, to assisting Googlers working on all sorts of interesting projects.



What are your challenges?

It's been a real adjustment going from working in retail to working for Google. However once you become familiar with your colleagues and your responsibilities you realise that the office is a friendly, warm welcoming place.

It took me some time to learn Google's technical terms, as we're required to learn about a wide variety of technical tools,

so that we can fully diagnose IT issues. I found this very challenging at first because there was a lot to learn.

Now though, thanks to my training shifts and shadowing senior technicians, I've learnt so much and I've already noticed a significant difference in the number of queries that I'm able to assist with.

What are your top 3 highlights of being an apprentice?

The main highlight of my apprenticeship so far has been the various learning opportunities I've had, from both my training provider at Just-IT and Google. I have also had many opportunities to learn from experienced people within the IT field. I'm constantly learning new things, which is great as it's really important to me.

It's also been great to experience what it's like to work in a global IT company. I've really enjoyed working in such a welcoming environment with talented colleagues and getting the opportunity to learn from their experiences.

What do you hope to do after your apprenticeship?

After my apprenticeship, I'm keen to continue to work in IT support. I enjoy how varied the role is.

Why an apprenticeship?

I chose an apprenticeship because I wanted to have the opportunity to learn more about the field I enjoy whilst also gaining work experience.

I would definitely recommend apprenticeships, as I love the fact that I get to learn more about a subject I enjoy while applying those learnings in my day job.

Your Life in Music

The music artist Drake, I would say represents myself. This is because tracks made by Drake are fast paced, and I think that my current lifestyle is fast paced.