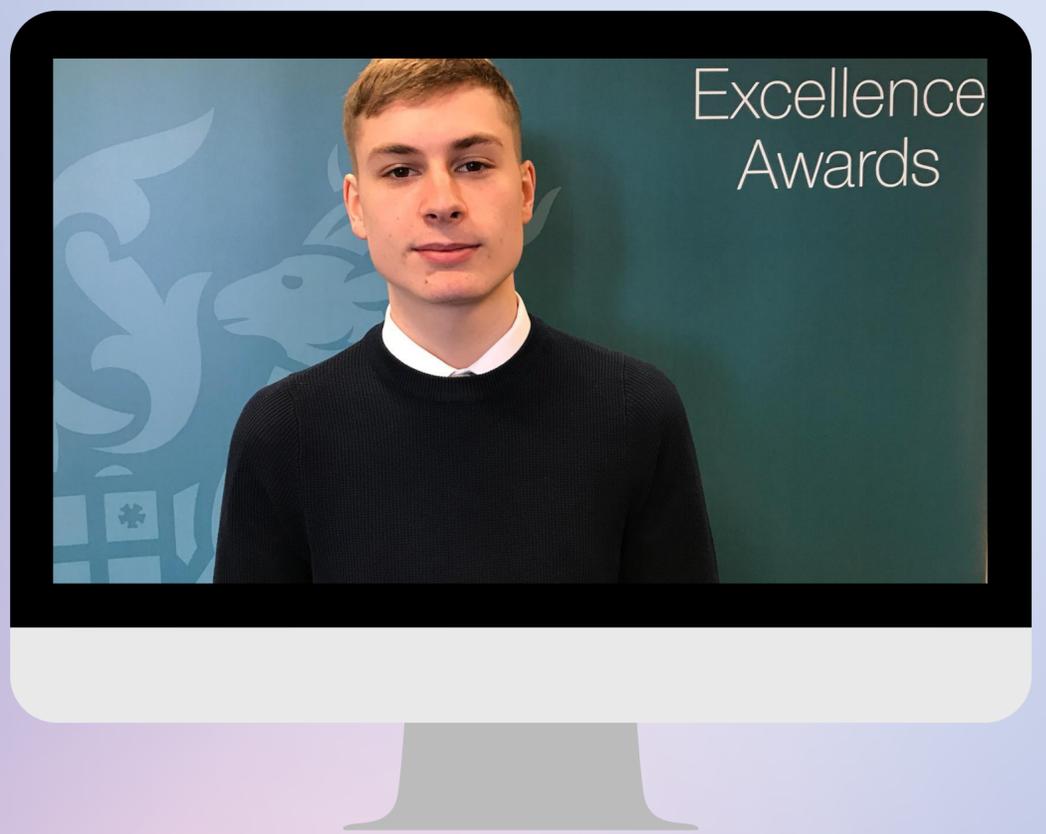




# Jack Pollard

## Level 3 Infrastructure Engineer Apprentice



Jack Pollard, a Level 3 Infrastructure engineer apprentice at Bradford Council. Jack started his apprenticeship in January 2019 with no industry knowledge and little confidence. However he described his journey as a great experience and it definitely helped develop his skills further. His daily jobs included working in the IT department in the service operations team. Mainly looking at second line day to day calls

***"The apprenticeship covered quite a broad range of activities"***

Although Jack was given this opportunity by an external provider called Estio Jack described his apprenticeship journey very positively he believed it was a great experience working within Bradford Council, in which he was provided with all the support he needed.

***"It was a quick and easy process through the external provider Estio"***

Jack wished that he would have selected his subjects more appropriately at college so that he had the knowledge which was more focused on his work now. A heavy load of his studying was focused on coding and software development whereas his current role is more focused on project.

***"My education was really relevant to get me where I am now, although I didn't study IT. A level I was still able to get this opportunity"***

Jack always enjoyed and had interest in the IT which made him want to take up a career pathway in IT. Jack suggested confidence as being one of the most important key skills needed in the world of work to be successful.

***"My team being so supportive, it helped me build my confidence and be open minded about the opportunities available. Always go with the thought that you're going to give it your all and you will be successful"***

Jack's overall viewpoint of if he would have done anything differently included he wouldn't have gone down the route of an external provider and would highly recommend going through an internal route through the council as they are very hands on and supportive.

In 5 years' time Jack hopes he would hopefully get a permanent role in the team he is currently working in preferably a management or leadership role. His key advice to others who may want to embark on a career path similar to his would be to stay open minded and try your hardest and it will only go well

***"There is endless opportunities out there it's just finding the right one for you, I would highly recommend the apprenticeship scheme as I feel it has given me valuable experience in the industry. I feel I now have both the skills and knowledge to progress further and achieve my goals."***