

## CHLOE BOXER



**Job:** Helpdesk Technician

**Company:** Computeam Ltd

Being based on the helpdesk, my role is very varied; from answering phone calls, logging the problems reported to us, while also troubleshooting and resolving any tickets assigned to myself. This will vary from issues effecting individual users to site wide network accessibility, or taking on project work and installs

Approachable

Loyal

Positive

**The skills I use most in my job...**Internet security

- Audio visual
- Written communication

**The most interesting thing I've worked on in my career so far...**As part of a project for some new customers, I was responsible for migrating hundreds of email accounts into a new system. This required a range of software, skill and accuracy to complete. Taking on this task as an Apprentice was very rewarding and helped to build confidence.

**What inspired me into digital and tech...**I've always been fascinated by how fast technology is advancing, in turn my involvement in the field has become ever increasingly apparent. Not knowing what I wanted to do, I was confident IT would offer a number of opportunities and directions

**My educational background is...**I studied Applied ICT at A-Level, where I had the opportunity to put my knowledge into an everyday situation. This encouraged me to study at an Apprenticeship level, I'm not only gaining skills quicker than in a school environment but I know this knowledge is relevant to the real world.

**What advice I'd give to girls thinking about a career in digital and tech...**Working in a digital role isn't just about numbers, but offers a whole range of transferable skills that can be applied to any number of roles and possibilities. I found benefit from researching elements of technology that incorporate what excites me and quickly discovering how flexible technology can be.