CLAIRE HEWITT

Job: ICT Business Solutions Partner/Account Manager

Company: Wigan Council

I am a key contact for the service for any I.T. related issues. I do not get involved with day to day faults, however act as a point of escalation should these faults not be resolved. I help the service to deliver on their strategy and help to formulate business cases to realise efficiencies via the use of ICT. I keep abreast of ongoing developments in the industry and report back to the service around how the Council plans to implement these technologies.

Passionate	Innovative	Engaged

The skills I use most in my job... Problem Solving

• Communication

- Requirements Engineering
- Organisation

The most interesting thing I've worked on in my career so far... Two of the biggest projects that I have taken a lead on to date are the testing and rollout of agile kit for staff across Children's Services - this completely transformed the way in which people are now able to work. Also the procurement and implementation of a system for recording Early Help work done with children who do not reach the social care threshold. This has enabled staff to work more collaboratively with partners.

What inspired me into digital and tech...I came into digital and tech purely by a chance secondment opportunity. I started to see how much people rely on tech as it is something that underpins everything that people do. I really took pride in being able to help people improve the way that they work via the use of technology and I have developed and progressed my skills and knowledge from there.

My educational background is...I have a BSc (hons) in Applied Psychology from UCLAN which I followed up with a Certificate in Personnel Practice (Wigan & Leigh College). My life then changed direction somewhat and due to a desire to progress in Digital and Tech I obtained a HNC in Computing and Software Development, followed by a BCS International Diploma in Business Analysis.

What advice I'd give to girls thinking about a career in digital and tech... Just go for it! Do not be put off by the fear that you may lack technical knowledge. There are a vast range of roles In digital and tech so find one that suits you. Remember that often we know more than we think we know. Keep asking questions - nobody knows everything. It is a very exciting, ever developing industry and no two days are ever the same.