



Charles - Communications Engineer

## Charles loved fixing his family's technology. Now he's a technician doing the same for businesses.

As a teenager, Charles loved technology and would help out family members with their gadget problems, not realising it was a potential career.

On leaving school he initially apprenticed in welding, but the firm closed down. Eventually he applied for the Maintel apprenticeship scheme, which mixed work with a Cisco college course and an NVQ. He's happy with his choice.

"It's really interesting. Before you start doing this, you assume telephones just work. Nowadays I can't get over the sheer size of the infrastructure that goes into a basic phone call".

Now, as a qualified Communications Engineer, he takes initial customer calls and resolves as many as he can. Those he can't, he passes on to more senior technicians. Sometimes they even talk him through the solution so he can keep learning and progressing towards the next career level.

"I enjoy the technicalities. The deeper you dig, the more you discover".

2011  
Apprenticeship  
in Welding

2012  
IT and Cisco  
Networking

2013  
Apprenticeship, Maintel -  
Coventry College Cisco,  
NVQ

2015  
Full time Communications  
Engineer, Maintel

**maintel** 

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