



Role: IT support assistant

Name: Kevin

Gender: Male

Age: 20

Kevin was claiming Universal Credit at the time he first came across E2. Kevin's work coach initially presented him with the IT Support Assistant position at E2, through the Kickstart Scheme, which Kevin described as a "very exciting opportunity to gain experience in IT whilst helping to develop good work ethics". Kevin has been searching for a similar role for a while as he has a passion for IT and his long-term goal is to specialise in Cyber Security.

Kevin explained how he did some research about E2, through their website, to gain a better understanding of the charity before applying for the role. Kevin was particularly impressed when he read that E2 was a community-based charity that helps vulnerable people by distributing emergency food parcels and that they offer telephone support, amongst other things that E2 provides. Through the knowledge Kevin gained, he expressed that "this attracted me more to the role at this particular charity as I consider myself to be a helpful person and by getting involved with this kind of work, it is a way for me to support individuals further".

Although Kevin has only been working at E2 for a short period of time he stated that he has "gained more confidence by working with colleagues and developed teamwork skills since being at E2". Kevin then went on to explain how he has also had many opportunities to communicate with service users via the telephone which has helped him to develop his communication and customer service skills.

Kevin's key roles and responsibilities are to monitor and maintain computer systems and networks, respond to service issues and requests, provide technical support, and repair and replace equipment as necessary. Kevin has also had the opportunity to take part in a project called Moneywise Plus which aims to improve the ongoing digital and financial competence of people living within Leicester and Leicestershire, supporting them to move towards employment, job searches, education, or training.

Kevin concludes by saying "so far, this experience has been positive and I can use the skills that I have learned in everyday life as well as in my professional career". He hopes by the end of this experience, he will be more confident and would have gained the IT skills necessary for him to have a successful career in Cyber Security.