

Amicus ITS congratulates its latest graduate apprentice at major Southampton ceremony



Amicus ITS Apprentice graduate, Robin Cooper (seen 3rd from left) with the other Totton College apprentice graduates from the 2013 intake, plus Sara Woodhall (centre) Totton College's Workbased Learning Co-ordinator at Southampton's O2 Guild Hall

Monday 17th October 2016

From apprentice to respected L2 Service Desk Analyst - Robin Cooper picks up award

This year's prestigious Southampton Apprenticeship Awards ceremony was held at the Southampton O2 Guildhall with Amicus ITS' **Robin Cooper** receiving his graduation award.

The event took place in front of an esteemed audience including 200 apprentice alumni and employers. Special dignitaries attending the event, included: Councillor **Cathie McEwing** the Mayor of Southampton; **Dawn Baxendale** Chief Executive of Southampton City Council; **Debra McDermott** of Eastleigh College; Councillor **Darren Paffey** Cabinet Member for Education; **Helen Mason** of Southampton City College and **David Moxon** Head of Apprenticeships at Southampton Solent University.



Accompanying Robin to the ceremony to collect his graduation certificate and commemorative pin, Amicus ITS' Service Desk Manager **Max Kennard** commented: *"Robin originally joined Amicus ITS' in our 2013-14 apprentice intake. He has spent the last two and a half years in a combination of study and 'on the job' learning with our busy 24x365 Service Desk in Totton. Amicus ITS has supported the Government accredited annual IT apprenticeship programme since 2012 and it's a big commitment on our part to see through the professional development of these student staff members. Robin's job lies at the heart of our 24x365 technical Service*

Desk operation. It is testimony to the opportunities open to all apprentices, that since completing his apprenticeship, Robin has since risen to becoming a respected Level 2 Service Desk Analyst through progression from Apprentice, to Level 1 and then on to his current position as a Level 2 where he has responsibilities for certain customers being a Customer Specialist and a support / escalation point for the Service Desk Team.

Amicus ITS works hard to support all the apprentices and the fulcrum of their technical achievements through the scheme is the opportunity to gain specialist IT international qualifications. These include ITIL, Comptia A+, Comptia N+, Microsoft accreditation and CCNA. Robin has already got a number of these qualifications and furthermore is continuing to acquire additional inhouse training on many new technologies to help continue to build his skillset as an individual. We are delighted he has been recognised today and proud to have him as yet another role model to the rest of our apprentices still in training. Robin has an enthusiastic and focused approach working on the Service Desk with a great technical mind which we will continue to help develop and see him grown with the company.

Commenting on the graduation, **Robin Cooper** added: "Without Amicus ITS' support, I'd probably be working somewhere in retail in Southampton in a far less directed job, whereas here with Amicus ITS I've formed some excellent professional foundations which I can continue to work upon in the future. It's been a really great day".

Anyone wishing to find out further details about Amicus ITS' apprenticeship scheme should contact Max Kennard, Service Desk Manager on 02380 429429.

SOUTHAMPTON APPRENTICESHIP AWARDS

17 October 2016 | Southampton O2 Guildhall | #SotonAppAwards

