



Nicole - Z Series Software Support Specialist

## Being inquisitive is part of Nicole's nature. As a mainframe support technician, it's also part of her job.

When a sports injury put paid to her childhood ambition, Nicole had some hard thinking to do. Fortunately, her career in technology provides its own diverse challenges.

A few years back she was scanning an apprenticeship website when she noticed an IBM advert in the corner. "I'm interested in how things work, so I thought I'd give it a try. What surprised me was how many different paths you could take within a technology career".

Nicole now provides front-end support for mainframe computer customers – many of them large organisations, such as banks and major retailers. "When they call, I gather up all the information and diagnostic data so we can understand the issue and then resolve it".

As well as providing an outlet for her inquisitiveness, the job also suits her liking for teamwork. "When a major issue comes up, it's great getting everyone together to pull in all the different ideas".

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2010  
Left College with 3 A Levels  
in Law, Psychology  
and English

2010  
OCR Level 4 Advanced  
Apprenticeship Scheme in  
IT at IBM (Oxford,  
Cambridge & RSA) working  
in the WebSphere  
Support Team

2014  
Transferred to the  
Mainframe team. Started a  
Higher Apprenticeship  
Scheme in IT at IBM  
(Oxford, Cambridge & RSA)

2015 Full-time Z Series  
Software Support  
Specialist

