

*“Be happy to admit when you’re wrong, take on feedback and learn from your mistakes”*

## Introduction

I'm Hayden, a 26-year-old apprentice working with Creative Technology at KWMC. Previously I was studying at the University of Bristol, until I became a Father, and needed something more practical! I have a background in Creative Design and Theatrical Set Construction, but found the freelance aspect of working Events & Festivals unsuitable for a new parent, so I looked for a role that would indulge both my creative passion and inner geek, with stability and security. Having used the music studio at the Centre when I was younger, I instantly knew a job here would be ideal, and this role has offered me so much more than I originally had expected!

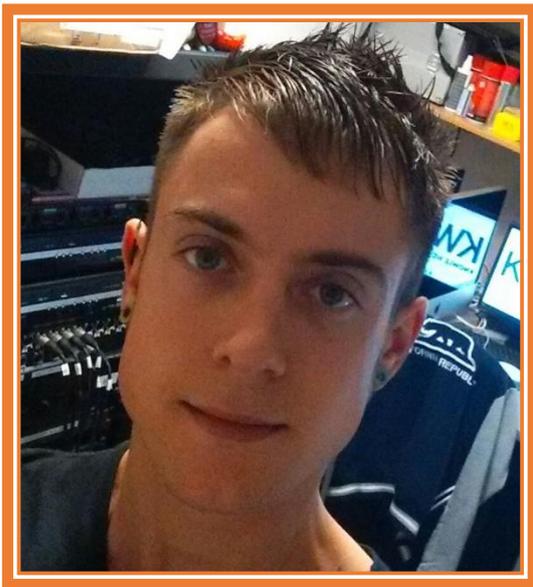


Image: **Hayden West**, Creative Technician – Knowle West Media Centre

## How did you get started in your career?

I've always had an interest with technology from a young age. My granddad gave me an old PC from work when I was 7, which I promptly took apart to see what's inside, put it back together and blew it up! Not a good start I know, but then my Uncle taught me all about system files and reinstalling Operating Systems, and replacing components, hardware installation etc. So you could say I had a family influence into the industry, but I like to think of myself as one of the last of the “Analogue generation”. I can remember rewinding tapes and took to the developing tech world with open arms.

## Can you outline a typical work day?

I couldn't. I like to do “the rounds” where I'll check our infrastructure making sure everything is turned on and working ready for the day ahead. After that is always something different. I could be in the music studio helping an artist set up to record, I could be off-site delivering a school workshop or outreach programme, but mostly I am providing a range of support across our centre to my colleagues working on various projects, each with a different tech need.

## What do you enjoy most about your job?

I enjoy the community aspect of it most. It is a great feeling knowing you contribute to your local area and seeing such a diverse range of ages and people enjoying our events and activities, going home with a smile is very fulfilling.

## What skills are important for anyone wishing to start in your profession?

Personally, I'd say you have to be a people person. I deal with a lot of situations in work that are on a case-by-case basis and provide support to a varied range of professionals. From that you then have to be democratic in your approach and considerate in your delivery. It is sometimes hard for me remember that what I find simple, may be extremely frustrating for someone else.

## What main personal attributes do you think is important for your type of job?

A strong technical understanding, an ethical outlook, a friendly face with the ambition to develop myself further with the support I was offered as part of my apprenticeship.

## Do you have any tips or suggestions on how young people and adults can enter your industry?

Show that you can commit yourself to personal progress and learning. I studied a short 10-week course through the Job-Centre in ICT Level 2 because I knew I wanted to get into the technology industry. I have been using a range of professional software and hardware every day, and didn't necessarily feel the need to study a basic course, but I did learn a lot that has proved to be useful for me since, and this proved I would be able to succeed with the right support towards a full academic qualification.

## What career progression opportunities are available in your business/sector?

The technology sector has already merged into almost every corner of life, and as technology progresses we will be further connected and using tech for things we haven't even imagined yet. That says is all about the opportunities in this sector I feel.

## Why is it important for your sector to attract and train young people and new entrants?

I always say we are the last of the analogue generation. We remember rewinding cassettes and tuning a TV in with buttons, and over the past 20 years we have been in the perfect position to embrace, understand and develop digital technology and computing. We have all of the experience and knowledge of what makes digital trump analogue and this almost innate comprehension is perfect for employers to tap into.

## What trends do you predict for your industry within the next 10 years? E.g. is it a growing market requiring more young entrants

I think we are going to have greater integration of everything that's in our pockets! Phone manufacturers are already replacing your wallet with an app, and your car tax is online now. It won't be long until your car keys are digital, linked to a fingerprint-scanning phone perhaps. You'll be able turn your oven on, switch channels on your TV, buy a bus ticket and turn your music up all from the palm of your hand!

## General words of advice

Be happy to admit when you're wrong, take on feedback and learn from your mistakes.

## Further contact/information

If you are inspired by Hayden and would like to get in touch with him, please email [inspiringsouthwestncs@prospects.co.uk](mailto:inspiringsouthwestncs@prospects.co.uk) with your enquiry and we will pass on your contact details.