

Nathan joined Menzies in April 2022, aged 19. He is combining work and study, gaining a wide variety of hands-on experience on the IT Service Desk as he begins a successful career ensuring that technology supports the optimal performance of a leading logistics operator.



building the future
of logistics

Nathan Brown

IT SERVICE DESK APPRENTICE



Logistics is a growing industry where there's always something new happening. I'm glad I chose this sector over other big areas of business.



Joining Menzies at 19 gave me more structure than only studying. I've benefitted from working with experienced people who've allowed me to use my initiative and get stuck in to some big opportunities, while helping me to learn from my mistakes.



I joined the business in April 2022 at the age of 19. I'd been doing an HND in Tech Support at college, having already studied game development and grown an interest in cyber security.

IT was all around me when I was younger. My Dad worked in that area and I grew up building PCs, playing with tech, that sort of thing. I had an opportunity to join a large bank to work in IT, but it didn't seem to be a very dynamic industry. When the opportunity at Menzies came along I grabbed it with both hands, despite not knowing much about logistics as a sector.



I work as part of a team solving all sorts of problems that are reported about our IT systems. Menzies is a fast moving environment, so we need to respond, diagnose and put things right very quickly. I enjoy working my way through difficulties, and doing that with the support of very experienced team leaders and supervisors is very satisfying. I appreciate the chance to learn from my mistakes and constantly improve what I'm doing!



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Every day is different and seems to go so quickly.

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A huge challenge I had to face recently was a major outage which, as you'd expect, had to be sorted out as quickly as possible. It was all hands to the pump and a number of team members had to work through the night to get everything back to normal with minimum disruption to the company's operations.

I love to work hard and immerse myself in what I do, so this was an opportunity to make a contribution while seeing how more senior colleagues would perform under extreme pressure to deliver a good outcome. It was tough but successful and rewarding, with several useful lessons to prepare me for the next potential crisis. I felt a valued member of the team.

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I think it's fair to say that logistics, distribution, transport and the supply chain are areas that most 19 year olds wouldn't think about when they're looking for a career.

It's not an obvious industry, but it's huge and many of the changes moving it forward will depend on IT.

I would say to anyone considering an apprenticeship role in logistics, go for it - you won't be disappointed.

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