

CASE STUDY

Technical Solutions

Ross Parsons Technical Solutions Architect



Ross's journey

Ross joined SCG in October 2013 as a Junior Installations Engineer. After a year as an Apprentice, he became a permanent member of the team, working in the role for four years. During this time, Ross gained extensive experience on a multitude of solutions before switching to a new position as an office-based Technical Support Engineer.

With the business fast expanding and ever more complex solutions being delivered, it created the need for more technical resources, so two years later, Ross moved to a Technical Solutions Architect role.

Throughout his early career, Ross had noticed the technological shift towards networking, developing both an interest and an aptitude in the field of Network Operations. He set about upskilling through Cisco qualifications, culminating in SCG supporting him with a partially funded CCIE qualification, the highest Cisco certification. With this, Ross was able to move into Network Operations, whilst still fulfilling his Technical Solutions Architect duties.

Ross in his own words

"It's a running joke with my colleagues that at this point, I've worked in almost all the engineering teams across the business. This does mean that I can honestly say that from an engineering perspective, the career path is right here in the Group.

Obviously, joining a company as an Apprentice, it's unlikely that you know exactly what area you want to move into. My experience with SCG has given me the opportunity to build out my skills whilst providing exposure to different technical fields, so I could decide on a focused career path.

The company is so vast now with so many elements; you quite literally pick your path, and the structure is there to support you. There's no reason to go elsewhere. A smaller, less ambitious business wouldn't be able to grow as fast, and this level of progression just wouldn't be available. I like to think that SCG has grown at the same rate that I have as an engineer."

Ross's standout moment

"Getting my CCIE certification was a huge personal moment, as so much work and effort had gone into it. Then, off the back of that, I was able to transition into Network Operations, where I always wanted to be. That certification enabled me to make the jump to that career goal.

Within the Group, we hold quarterly technical steering meetings, where all technical heads present to executive level stakeholders, and discuss technical direction. I now have a session within that meeting, giving me a platform to present my ideas and help set the direction of the business. That feels like a huge achievement, knowing that I started in the company as an Apprentice."

Ross's view

"One of SCG's main strengths I think is having faith in its staff and giving them the chance to develop and grow in a supportive environment.

It's a testament to this approach that I have this kind of role, which wouldn't normally fit someone within my age group. Over the course of my career, I've gained the trust of key stakeholders with my proven track record, and this is how that's repaid.

This highlights how keen SCG is to promote internally, and the scope for staff to enjoy a varied and rewarding career after joining at a junior level. I still appreciate that myself after more than ten years of my SCG journey."