

MEET THE APPRENTICE CHARLEY NORTON



About Charley

Charley joined us in September 2024 as an Apprentice IT Technician, passing with a distinction in July 2025.

What Made You Choose An Apprenticeship?

I wasn't a massive fan of school and the way things are taught. I prefer hands-on learning and applying knowledge practically – so an apprenticeship seemed like the best option for me.

Why Systemagic?

Before joining Systemagic, I was actually doing an apprenticeship at another firm. Despite working with great people, there wasn't much time to support me, so my learning was limited so I had to change. Systemagic had processes and people in place to ensure support was always available.

What Did You Do During Your Apprenticeship?

My role felt no different to the other technicians as I was on the helpdesk looking into any tickets that came through and answering the phone to any customers with technical issues. Of course, I worked on simpler tickets at first, but as time went on and as my experience grew, the difficulty of my tickets began to match those of the other technicians which really gave me a sense of growth.

What Part Of Your Job Do You Most Enjoy?

The people! It's very social here, which makes it a super nice environment to work in. Everyone is really friendly and supportive.