DIGITAL SUPPORT TECHNICIAN LEVEL 3

Introduction

This occupation is found in organisations, large and small, in all sectors, and within public, private, and voluntary organisations. Organisations of all types are increasing applying digital technologies across all their business functions to maximise productivity. The demand for people who can support and implement these digital operations and digital transformation projects is increasing. Similarly, organisations of all types are increasingly supporting their service users though online and digital channels, as they develop omni-channel approaches to meeting customer needs, deflect traditional telephone and face-to-face contacts and to reduce costs.

The broad purpose of a **Digital Support Technician** is to maximise the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives. They will select one of the following two options:

A **Digital Applications Technician** helps their organisation and its internal users to maximise the use of digital technologies and adapt to and exploit changes in technology to meet organisation objectives and maximise productivity ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives

A **Digital Service Technician** supports the external customers and clients of their organisation though a wide variety of digital channels, to help them access and receive services, to coach and support them in their use of the digital systems; to support them to complete and submit information remotely and to diagnose and resolve their problems in relation to their access to and use of the digital technologies

In their daily work, **Digital Support Technicians** interact with a wide variety of internal or external users of digital systems, through digital channels, by phone and/or face to face.

Delivery model

The delivery of the programme will be through a blend of online learning, video tutorials, virtual classrooms, 1-1 coaching and practical learning opportunities. All learning will be supported by dedicated Learning Practitioners.

When you have completed all of the agreed learning and achieved the required exams, you will be invited to attend a gateway meeting to discuss readiness for end point assessment (EPA). If no further learning is identified, you will progress through to EPA. You will be assessed against the requirements of the standard and awarded a final, overall grade for your apprenticeship.

Your commitments

If you do not currently hold English and maths qualifications at level 2, you will undertake Functional Skills at Level 2 as part of your apprenticeship programme.

You are entitled to 20% of your working hours away from your job to complete work towards your apprenticeship programme. Your Learning Practitioner will support you and your employer to measure and record this across the whole of your apprenticeship.

Entry requirements

- Initial Assessments in maths and English at Level 1 or above

Delivery model

Virtual learning and coaching through:

- Online
- Zoom
- Microsoft Teams
- Workplace Development Activities 1-1 coaching

End Point Assessment

- Knowledge test – one core unit and one for selected specialist unit
- Case study presentation and Interview

Typical duration

14 months + 3 months EPA

Knowledge, Skills & Behaviours

- Digital technologies
- Data management
- Digital security
- Digital services support
- Digital information management systems
- Communication
- Digital learning
- Organisational policies and standards
- Thinking skills
- Business and Decision-making skills
- Continuous improvement
- Teamwork
- Work environment
- Using own initiative
- Resilient and positive mental attitude
- Work independently
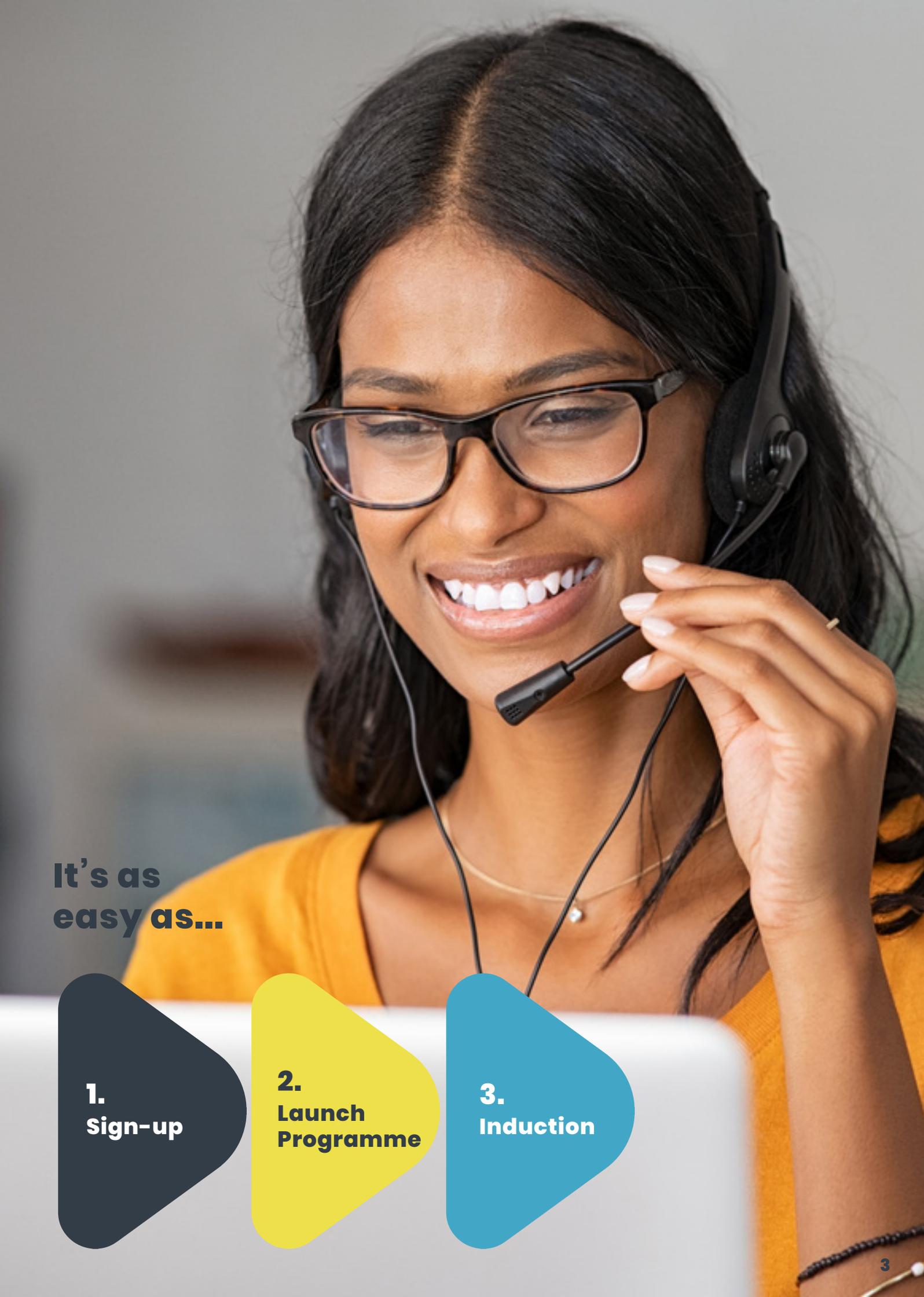
It's as easy as...

1.
Sign-up

2.
Launch Programme

3.
Induction

Knowledge

Knowledge will be delivered through online webinars, 1-1 sessions and individualised learning resources by our Specialist Learning Coaches. You will learn about modern digital infrastructure, the concept and fundamentals of data, information security, principles behind an organisation's digital presence, types of threats and risk that apply to any organisation.

Skills

Skills will be developed through underpinning knowledge delivered by online webinars, 1-1 coaching and workplace mentoring and experiences. Some of the core technical skills you will develop are using a range of digital office technologies including collaborative tools, appropriate digital communication for internal and external stakeholders, providing support and information services, storing and transferring data securely and operating digital information systems.

Behaviour

Behaviours - We will support you in developing key behaviours to be Digital Support Technician including: how to be resilient and have a positive mental attitude when dealing with difficult situations, using your own initiative, being organised and ability to prioritise workload.

End Point Assessment Requirements

Knowledge Test

Covers two units – one core knowledge and one specialist knowledge. Each Test is based on multiple-choice questions – assessing underpinning knowledge and understanding.

A Case Study Presentation and Interview–

Comprised of two parts: A Case Study giving the apprentice the opportunity to present a real-life Case Study that they have undertaken in the workplace followed by a structured interview with an independent assessor - assessing the knowledge, skills and behaviours.