

# INFORMATION COMMUNICATIONS TECHNICIAN: LEVEL 3



The primary role of an Information Communications Technician is to provide IT service delivery to various internal and/or external customers in lines with SLAs, regulatory, legal and professional standards including IT support and training. The broad purpose of the ICT occupation is to deliver efficient operation and control of the IT and/or Telecommunications infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or to end-users provisioned as cloud services. This occupation supports clients/customers with their systems and achieve this through installing, configuring, monitoring and maintaining the systems and/or platforms to maximise productivity and user experience.

## Typical Job Titles:

1st & 2nd line Support Technician; Cloud Technician; Communications Technician; Cyber/security support; Data centre Support Technician; Helpdesk Support; Network/ IT Field Technician; IT support Analyst/Officer; Maintenance support Technician; Network Support; Office IT Technician; Telecommunications Technician

## 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 Coaches.

When you have completed all of the agreed learning 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 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 Coach will support you and your employer to measure and record this across the whole of your apprenticeship.



## Entry requirements

- Individual employers will set the selection criteria, but this might include five GCSEs and/or A levels; a Level 2 Apprenticeship; other relevant qualifications and experience; or an aptitude test with a focus on functional maths



## Delivery model

Virtual learning and coaching through:

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



## Typical duration

- • 14 months + EPA



## End Point Assessment

- Assessment method 1: Professional discussion underpinned by portfolio
- Assessment method 2: Project report (component 1) with questioning (component 2)



## Knowledge, Skills & Behaviours

- Understand and use network system and computer systems components including hardware and software
- Understand and practise Legal, regulatory and professional compliance
- Understand and have exposure to network types, topologies and cabling
- Comply with IT security and protection of computer and network from risks and threats including group policies within the network
- Protocols and data comm & performance factors
- Distinguish between OSI and TCP/IP – be able to carry out IP addressing
- Understand and be familiar with Data storage and backup
- Provide IT Services, Helpdesk and first/second lines of support
- Diagnosis faults, provide maintenance of IT equipment and prevention of IT risks and threats
- Understand and apply Cloud based services including IAAS, SAAS and PAAS
- Familiar with IT Virtualisation, Docker
- Logical and creative thinking skills
- Analytical and problem-solving skills including troubleshoot routine and non-routine problems
- Ability to work independently and to take own initiative & responsibility
- A thorough and organised approach
- Ability to work with a range of internal and external people
- Ability to communicate effectively in a variety of situations
- Maintain productive, professional, and secure working environment



**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 hardware and software component of computer systems and network, legal, policies and standard compliance, IT security and methods of protecting the network from security threats, features & principles of servers and networking services including cloud-based services, IT virtualisation and data storage.

## Skills

Skills will be developed through underpinning knowledge delivered by online webinars, 1-1 coaching and workplace mentoring and experiences. Throughout the apprenticeship you will develop skills in analytical and problem-solving skills, logical and creative thinking skills and the ability to communicate effectively in a variety of situations and utilise tools to provide IT support including helpdesk system and lines of support.

## Behaviour

We will support you in developing key behaviours to be an IT Support Technician including taking on a proactive approach & attitude to maintain a professional attitude and resilience to challenging work environment, to take on responsibility to work independently & collaboratively and communicate technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders.

## End Point Assessment

### **Assessment method 1: Professional discussion underpinned by portfolio**

– provides evidence against the totality of the standard, based on the application of knowledge, competence and behaviours to real work projects in the work environment. This is key to ensure the validity of the final assessment decision. The portfolio is not directly assessed but underpins the professional discussion.

### **Assessment method 2: Project report with questioning**

– provides evidence against a selected set of knowledge, skills and behaviours against a project that meets the needs of the business and is relevant to your role. An electronic report will be submitted based on the project which is marked and reviewed by the EPAO.

You will then prepare and deliver a presentation that appropriately covers the knowledge, skills and behaviours assigned to this assessment method. Following the presentation, the EPAO will carry out questioning relating to the project report.