

LEVEL 4 APPLICATIONS SUPPORT LEAD



There is nothing standard about the new apprenticeship Standards!

Following the 2019 - 2021 digital skills review, modern apprenticeships have once again taken a leap forward to provide better vocational training for apprentices and greater benefit to employers. The perfect solution for new career starts, professional upskilling or changes in career direction.

Programme Overview:

An Applications Support Lead typically operates within the IT team and focuses where software applications are inextricably part of the customer business operation. Customers can be internal or external and range across all types of business or organisation.

The broad purpose of the role is to provide advice, training and support on core technology applications, both hardware and software, to enhance and enable the delivery of application-based products and services. This includes any IT based environment providing a customer-facing or internal user service.

An application support lead delivers the roll-out of upgrades, implementation of new technologies and provides change management support. They implement and may undertake a support desk function. They assist with the planning of IT application and infrastructure change projects, implementing, testing and rolling out software and hardware relating to these change projects. They build, implement and support creation of remote working environments and collaborative working platforms for colleagues and external clients and customers.

They interact internal and external stakeholders and as part of both the 'front of house' external customer facing team and the 'back of house' internal delivery team alongside, for example, learning and development and business information services colleagues. They report to IT service delivery leads but are expected to prioritise their workload and act without supervision or approval of their day-to-day

work product taking responsibility for their own workload, prioritisation and problem solving and escalating to subject matter experts as required.

Who is it for?

Typical job titles include (but are not limited to);

- Applications Support Analyst
- Applications Analyst
- Solutions Support Analyst
- Solutions Support Analyst
- Solutions Support Lead
- Second Line Support Lead

Entry Requirements:

Entry requirements exist for all funded Further Education programmes. These ensure the value, gain and success of the programme. The ATP will conduct the processes with employers and prospective apprentices to determine correct funding eligibility.

Job role eligibility (known as Competency Role Map):

The job role must contain opportunity for an apprentice to practice the content set out in the apprenticeship Standard to achieve vocational competency. Apprentices must have the opportunity to practice the knowledge taught in training sessions in order to convert new knowledge in to sustainable skills applied in the workplace.

Each apprenticeship requires a portfolio of evidence, which will showcase the apprentice's work and will be reviewed by the End Point Assessment Organisation to determine how well new knowledge has been successfully utilised vocationally. If a job role is close to the eligibility criteria we will consult with employers to see if adjustments can be made to ensure criteria is met.

Initial assessment of existing knowledge and skills:

A prospective apprentice must stand to gain significant knowledge and skills from an apprenticeship. If the apprenticeship is too advanced for them or if they already know much of the knowledge and skills the apprenticeship would provide then they may not be eligible for the funding.

The ATP will review existing qualifications, knowledge and skills to determine if the prospective apprentice will benefit from the proposed apprenticeship such that it meets the funding criteria. In most instances this is very straightforward, however in some instances funding can be specially authorised for reduction in order to fund the parts of an apprenticeship that would be relevant. The ATP will provide the assessment for these possibilities.

The Level 4 Applications Support Lead highly technical, so whilst employers can select their own entry criteria, they should include; at least 5 GCSEs including English and Mathematics and have achieved a Level 2 or equivalent qualification as a minimum to help ensure success.

In many cases this type of apprenticeship can demand a higher capability of English and maths than is taught at GCSE or A-Level. For example, advanced report writing, budgeting, complex structured explanations and/or advanced formulae and statistics. The ATP will provide both functional and advanced English and maths diagnostics and teaching to ensure each apprentice is fully supported in these areas.

Programme Duration:

This apprenticeship is delivered over 24 months for full-time employees. For part-time employees the term may be extended depending on the contracted hours.

Delivery Model:

Apprenticeship training is delivered through a blend of weekly live virtual classrooms and regular mentoring sessions that are held on a one-to-one basis.

These live classrooms are held through Microsoft Teams. This software provides the full suite of educational tools including everything you would find in a conventional classroom and more e.g. live open interactions, private breakout rooms, note and question queues and interactive illustration boards. We can also use movie green screen technology for lesson illustrations.

A full timetable for the training, mentoring, exams and assessments is provided at the outset. Progress is reviewed at 12-week intervals in a meeting between the mentor, apprentice and employer (typically the apprentice's line manager).

Employers and apprentices have full visibility of progress in real-time by accessing the e-portfolio system,

alternatively regular updates can be provided by other means if preferred.

End Point Assessment (EPA):

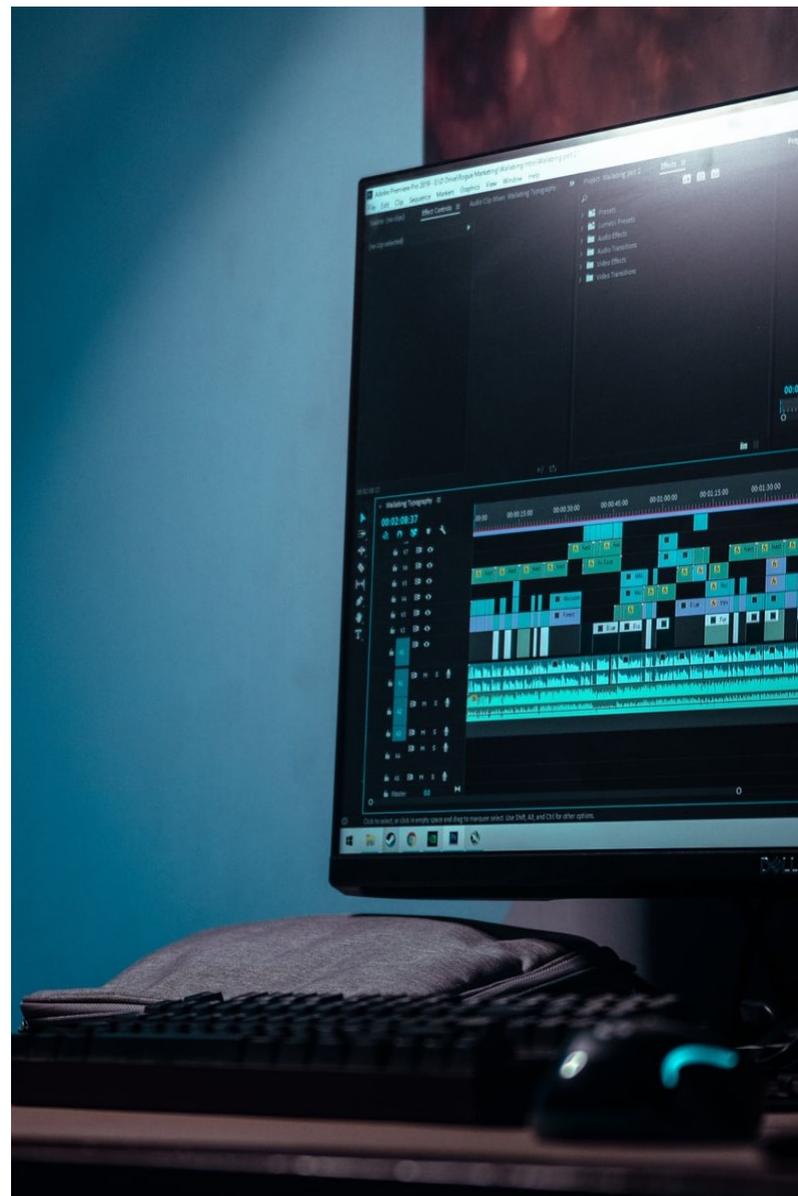
Aside from qualifications that can be obtained by doing an apprenticeship, the most important and valuable goal is what has been achieved during the programme.

Successful apprentices will obtain a Pass, Merit or Distinction in their apprenticeship. The way a Pass, Merit or Distinction is determined is at a stage called End Point Assessment which takes place once all the learning has been completed. Like all examinations, a mock will take place before the final assessment.

Once all components of the apprenticeship have been achieved including the mock, a final review is conducted to ensure everything has been covered, this is called gateway. Then the apprentice will undergo their End Point Assessment.

The EPA for this programme consists of:

1. Professional discussion (underpinned by the portfolio of evidence)
2. Project report with questions and answers
3. Knowledge test



Programme Structure:

Technical Competencies:

- Maintain application support processes, develop workflow plans/technical specification road maps
- Document and implement policies and procedures, e.g. on-boarding and leaver policies and remote working procedures using a support desk operating platform
- Diagnose, resolve and recommend improvements to address hardware and software issues and compatibility issues, including liaison with third party vendors
- Lead and manage upgrades and new technology implementations taking opportunities to enhance deployment through automation and process efficiency
- Monitor systems performance, investigate issues, collect statistics and create reports using application management software and tools
- Provide first fix unassisted, strategic technical advice in person or with remote desktop support tools selecting the correct tools to provide analysis, diagnosis and resolution
- Categorise and prioritise applications support requests
- Monitor systems and software cycles to identify need for upgrades and patching with timely deployment
- Identify trends and solve systemic issues. Collaborate with relevant teams or third party vendors to address systemic issues
- Identify organisational need for new applications and design and development. Take ownership of change that embody the DevOps culture with focus on user experience. Create project plans and assume or designate project management responsibilities
- Lead and manage physical implementation of software (including updates) and hardware relating to IT infrastructure (including back up processes) and application change projects
- Conduct software and hardware testing relating to IT infrastructure and application change projects, for example FAT (Factory Acceptance Testing) SAT (Site Acceptance Testing) and UAT (User Acceptance Testing)
- Provide first line 'day 1 go-live' floorwalking and deskside support to colleagues in respect of IT infrastructure and application change projects
- Build, implement and support the creation of remote working environments and collaborative Ensure all requests for application support are dealt with according to agreed framework and procedures, recommending and implementing support team improvements where necessary

- Co-create and deliver training to colleagues, clients and customers of all levels of seniority, working with learning and development colleagues
- Identify how services should be delivered to customers including technology, process and people responsibility. Work as part of the external client delivery team (with direct influence over the chosen solution) alongside commercial colleagues
- Liaise with internal compliance and regulators to provide data to regulators in accordance with the employer organisation's compliance obligations
- Ensure products comply with applicable regulation and legislation including data privacy, cyber security and anti-money laundering laws
- Devise plans to implement and improve IT infrastructure and application change projects, working platforms for colleagues and customers
- Practise continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development

Skills:

- Adapt to changing contexts within the scope of a project and continually review project output to ensure alignment with customer and organisational needs e.g. within a DevOps environment
- Collate and interpret data and convert into useable formats such as infographics, reports, tables, dashboards or graphs
- Select and apply the most appropriate data tools to deliver application support outcomes
- Use of manual and/or automated test tools
- Adapt and apply testing activities according to industry standard development methodologies (sequential and iterative) including maintenance of clear supporting documentation
- Apply specific industry standards where appropriate (for example GDPR, health informatics and safety critical) related to software testing
- Use formal and informal techniques that will demonstrate software and systems are fit for purpose
- Use relevant training methods to support internal and external stakeholders with core software applications and hardware ensuring that principles of usability and accessibility are embedded in the approach
- Communicate applications support information by ensuring continuity of user understanding through use of training notes, user guides and other collateral

Behavioural Development:

- Logical and creative thinking
- Analytical, deductive, problem solving and resourceful
- Personal responsibility, independent working and highly collaborative
- Personal initiative
- Thorough and organised approach
- Ability to work with colleagues and clients
- Communicate effectively in a variety of situations
- Maintain productive, professional and secure working environment
- Committed to ongoing professional development

The designated mentor will support the employer and apprentice throughout the programme as a single point of contact for questions and queries. This includes additional support for portfolio and project preparation, along with any advice and guidance needed.

Progression:

This apprenticeship is recognised for the following professional membership: British Computer Society.

Next steps:

To configure an ideal apprenticeship we will meet with you virtually to discuss your requirements, present the options and collaborate to determine the best apprenticeships to meet your needs. We will provide ongoing support including:

- Recruitment of apprentices
- Quality assured Information Advice and Guidance
- Updates and information on legislation and funding
- Support and guidance for apprentice and employer throughout the apprenticeship
- Access to a comprehensive suite of resources and support material
- Industry specialist qualified trainers and mentors

