

LEVEL 3 DIGITAL SUPPORT TECHNICIAN



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:

Organisations are increasingly supporting their services and users through a widening range of digital channels in order to meet customer needs.

A Digital Support Technician's role is to maximise the effective use of digital office technologies, productivity software, digital communications, collaborative technologies and digital information systems.

The Digital Support Technician two pathways:

- **A Digital Applications Technician** supports their organisation and its users to maximise the use of digital technologies, to adapt to and exploit changes in technology to meet the organisation's objectives, maximise productivity, ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies and digital information systems.
- **A Digital Service Technician** supports external customers of their organisation through 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.

Who is it for?

Typical job titles for a Digital Applications Technician include;

- IT Operations Technician
- ICT Support Analyst
- Digital Systems Operator
- Database Administrator
- Digital Transformation Associate
- Digital Champion
- Digital Coach

Typical job titles for a Digital Service Technician include;

- Digital Services Support/Advisor/Agent
- Applications and On-line Services Associate
- Technical/Digital Support Professional
- Service Centre Operator
- Operations Technical Support Associate

Each apprenticeship requires a portfolio of evidence this will showcase the apprentice's work and will be reviewed by the apprenticeship 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 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 3 Digital Support Technician is 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 18 months for full-time employees. For part-time employees the term is adjusted depending on contracted hours.

Standard Delivery Model:

Apprenticeship training is delivered through a blend of weekly live virtual classrooms sessions and regular mentoring sessions that are held on a one-to-one basis over Microsoft Teams or in the workplace.

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 and mentoring, exams and assessments are 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.

EPA for this programme consists of:

1. Two knowledge tests. The first is of core knowledge and the second is specific to the chosen pathway.
2. Case Study Presentation and Interview. Interview is underpinned by the portfolio of evidence.



Programme Structure:

Apprentices are taught principles, techniques and technologies. The education incorporates knowledge, skills and behaviours as well as self-management and an objective led approach.

Knowledge:

Common to both pathways

- The most common digital office technologies, including collaborative tools used by organisations for internal and external communications and best working practices
- Modern digital infrastructure fundamentals including physical, virtual and cloud. Physical systems, hardware peripherals, operating software, software devices, servers, the internet of things, networking fundamentals, virtualisation technologies and cloud
- The importance and use of technologies for backing up data securely
- Applying processes and procedures for the secure handling of data
- Concepts and fundamentals of data, including searching, storing, integrating and organising data. How organisations use various types of data. Key features and functions of information systems. Data formats and their importance for analysis. Data entry and maintenance. Visualisation and presentation of data, data modelling, relationship modelling and data analysis to identify trends and insights
- Organisational importance of information security and management including policies, procedures and key legislation
- The major types of threat and risk that apply to any organisation with a working understanding of those that apply to their role and the associated best practice for secure working
- Operational aspects of risk including maintaining steady state/business as usual security principals for individuals and systems including personal data, access, identity management, encryption and passwords
- Individual and company risks, responsibilities and requirements in relation to legislation, professional ethics, privacy and confidentiality and the implications for their role
- Principles behind an organisation's digital presence, delivery and techniques required to maintain, represent and safeguard the brand and reputation in relation to the digital offer
- How best to communicate using the different digital communication channels and how to adapt appropriately to different audiences and scenarios
- Limitations and extent of the internet's ability to connect to, research, locate and access information securely
- How to plan and organise own learning activities to maintain and develop digital skills
- Continuous improvement in application and use of digital technologies and it's benefits

- Ongoing awareness of current, emerging and fringe digital technologies and the implications

Digital Applications Technician

- Most common productivity software applications used to create, update, edit, manage, analyse and present data and information
- Main features and benefits of digital information systems and how these are used to maintain information and to support service delivery and best working practices
- Basic working practices for productive use and maintenance of business hardware, software and networks
- Agile methodologies and work practices, Continuous Innovation with Continuous Development (CICD)
- How organisations incorporate digital technologies into key business functions, such as finance, sales and marketing, operations and HR and the implications for their role
- How to assist with digital operations and digital change projects
- How to train and support internal colleagues to make the best use of the organisation's technology-based productivity tools.
- Key features and differences between data storage systems including Cloud and databases

Digital Service Technician

- How to use databases, CRM packages, content management systems, office systems, web technologies; email and mass email tools, SMS, live chat, video chat and messaging platforms; survey tools; social media tools for business; and other collaborative tools, including web conferencing
- Importance of and the key principles and features of processes for diagnosing users' digital problems
- End-user systems; operating systems, applications and deployment methods. Support processes such as password management, access control and connection to remote resources. Version management. Mobile device management including segregation of provide and business use and software licenses and approved software
- The processes and principles of content management systems to identify and resolve uses' digital problems
- How best to communicate to different users though digital channels and how to adapt appropriate to different audiences
- Sales and customer service support processes, and their role within it including in relation to digital impact and possible damage to brand reputation
- How the organisation's legal and ethical position fits with organisational needs and customer expectations
- The key features and importance of escalation and reporting procedures when dealing with users' digital problems
- How to coach and support a wide variety of external users to help them make the best use of digital

- Data management: uses data systems effectively, appropriately and securely to meet business requirements in line with organisational procedures and legislation
- Digital security: applies information security principles to information transfer, deletion, storage, usage and communications, using mobile devices where appropriate
- Digital services support: responds appropriately and effectively to internal or external enquiries; providing support and information using utilising digital channels where appropriate and responding according to organisation protocols
- Business and decision-making: demonstrates an understanding of the organisational impact of decisions taken
- Digital Information Management Systems: operates a range of digital information systems and tools to maintain information and to support service delivery, whether Client Management Systems (CMS), Customer Relationship Management systems (CRM), finance or human systems or other bespoke digital systems or databases. This includes searching, storing, integrating and organising data, data entry and maintenance, data modelling, relationship modelling and data analysis to identify trends and insights
- Communication: communicates effectively in writing, verbally, face to face and through different digital channels including e-mail, telephone and collaborative technologies, including digital specialists and others, using technical terminology and non-technical terminology as appropriate, whether for internal or external communication
- Organisational policies and standards: operates in line with organisational policies, standards, legislation, professional ethics, privacy and confidentiality and knows where to source these and how to escalate issues
- Thinking skills: thinks logically, creatively and critically to resolve digital problems
- Continuous improvement: effectively uses management information systems to drive productivity and performance of self and department, whilst proactively looking for ways to develop digital systems to improve efficiency
- Teamwork: competently uses digital technologies to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice
- Work environment: maintains a productive, professional and secure working environment

Digital Applications Technician

- Digital Technologies: applies sophisticated digital technologies effectively to achieve objectives
- Information Systems: monitors and operates complex information systems
- Digital Implementation: supports digital operations and/or digital change and transformation by championing and demonstrating best practices

- Digital problem solving: identifies and resolves digital problems independently for self and colleagues to maintain productivity and improve quality of service
- Digital skills support: coaches and guides less experienced colleagues to develop their digital skills and to use digital systems effectively
- Productivity software: uses a range of digital applications appropriate to the role to create, update, edit, manage, analyse and present data and information
- Working with colleagues: works with internal colleagues across the organisation whether digital specialists or otherwise

Digital Service Technician

- Customer service: helps customers access information, products and services through online digital channels and represents the organisations brand through digital channels
- Maintain end-user systems physically or remotely. For example: software, hardware or operating systems
- Digital problem solving: diagnoses and resolves customer problems using digital technologies. Applies the organisation's diagnostic processes for fault finding, escalating and reporting problems, using content management systems as appropriate
- Multi-tasking: applies excellent multi-tasking capability to be able to capture information at a conversational pace whilst navigating numerous systems
- Customer service: takes responsibility for customer service and uses diagnostic tools and digital systems to manage external end-user dissatisfaction through to resolution
- Business skills: demonstrates first point resolution whilst balancing customer and business needs to secure the appropriate solution
- Working with customers: works with a very wide range of customers and external users from a wide variety of backgrounds, with a wide variety of needs and with a wide variety of digital competence, including dealing with difficult and challenging



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Behaviours

- Works independently taking responsibility and maintains productive and professional working environment with secure working practices
- Uses initiative implementing digital technologies and finding solutions

- Resilient and positive mental attitude when dealing with difficult situations
- Maintains thorough and organised approach and prioritises as appropriate

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:

Those completing the Digital Support Technician apprenticeship will be recognised for entry onto the BCS, the Chartered Institute for IT, Register of IT Technicians confirming SFIA level 3 professional competence. Those completing the apprenticeship can apply for registration.

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 via OneFile
- Industry specialist qualified trainers and mentors

