

Digital Support Technician (Digital Applications)

Apprenticeship Standard

Role/Occupation: Digital Services Support Technician

Level 3



Overview: 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 to ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies and digital information systems to achieve objectives.

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.

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

A Digital Applications Support Technician must be in a role that allows them to have the following responsibilities:

- **Autonomy:** working under general direction, using discretion in identifying and responding to complex issues and assignments, usually receiving clear instructions and having work reviewed at frequent milestones, and determining when issues should be escalated to a higher level.
- **Influence:** interacting with and influencing others, having working level contact with colleagues or customers, and may supervise others or make decisions which impact the work assigned to others or to other phases of projects.
- **Business:** contributing fully to the work of teams, planning, scheduling and monitoring their own work within limited deadlines and according to relevant legislation, standards and procedures.

DURATION

The apprenticeship will typically take 12-18 months to complete.

ENTRY REQUIREMENTS

Each employer will set their own entry requirements, but typically an apprentice might be expected to already have GCSEs and/or other relevant qualifications.

ENGLISH & MATHS

Apprentices without Level 2 English and Maths will need to achieve this level and have taken the test for Level 2 prior to taking their End Point Assessment.

For those with an education, health and care plan or a legacy statement, the minimum English and Maths requirement is Entry Level 3. For those whose primary language is British Sign Language, BSL qualifications are an alternative to English qualifications.

QUALIFICATIONS

There are no mandatory qualifications for this apprenticeship standard.

LINK TO PROFESSIONAL REGISTRATION

Those completing the Digital Support Technician apprenticeship will be recognised for entry onto the **BCS**, the **Chartered Institute for IT**, and **Register of IT Technicians** confirming SFIA Level 3 Professional Competence. Those completing the apprenticeship can apply for registration.

Core Technical Knowledge

Digital Technologies: uses a range of digital office technologies, including collaborative tools, appropriately for internal and external communications, including, for example, office suites, conferencing facilities and mass email tools; survey tools; social media tools for business; SMS; live chat and video chat; web conferencing to support the delivery of services and to share information with customers and colleagues

Data Management: uses data systems effectively, appropriately and securely to meet business requirements and 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

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/human systems or other bespoke digital systems or databases. This includes searching, storing, integrating and organising data; data entry & maintenance; data modelling; relationship modelling & data analysis to identify trends and insights

Communication: communicates effectively in writing, verbally and face to face appropriately 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

Digital Learning: studies using digital resources to extend knowledge and skills in the use of new digital systems or features and other skills

Organisational Policies & Standards: operates in line with organisational polices, standards, legislation, professional ethics, privacy and confidentiality and knows where to source these and when and how to escalate any issues

Thinking Skills: thinks logically and creatively to resolve digital problems

Business & Decision-Making Skills: demonstrates an understanding of the organisational impact of decisions that they take

Continuous Improvement: effectively uses complex management information systems to drive productivity and performance of self and department, whilst proactively looking for ways to develop digital systems and processes to drive 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 Core Skills

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

Core Knowledge - the apprentice must understand:

The most common digital office technologies, including collaborative tools that are used by organisations for internal and external communications and best working practices

Modern digital infrastructure, including computer systems fundamentals including physical, virtual and cloud; physical systems including hardware peripherals; operating software and software devices; servers; the internet of things; networking fundamentals; virtualisation technologies and cloud

The importance of and the technologies for backing up data securely

How to apply the processes and procedures for the secure handling of data

The concepts and fundamentals of data, including searching, storing, integrating and organising data; how organisations use various types of data; the 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

The organisational importance of information security and its management including following policies and procedures and key legislative requirements

The major types of threats and risk that apply to any organisation with a working understanding of those that apply to their role and the associated best practice for their own 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

The individual and company risks, responsibilities and requirements in relation to legislation, professional ethics, privacy and confidentiality and the implications for their role

The principles behind an organisation's digital presence, the delivery and techniques required to maintain it and representing/safeguarding 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

The limitations and extent of the internet to be able to connect to, research, locate and access information securely

How to plan and organise own learning activities to maintain and develop digital skills

The importance of effective time management and the need to prioritise effectively the need for continuous improvement with the application and use of digital technologies and how this benefits the organisation

Awareness of current, emerging and fringe digital technologies and the implications for work

Hardware Solutions: Specific Skills *(Continued)*

Undertakes maintenance of a range of contemporary or legacy hardware solutions to required levels of service

Installs and configures basic hardware system components, networks and devices (including servers, end-user computers, and mobile devices, whether physical or virtual) as required

Demonstrates safe application of the concepts of Electro Static Discharge (ESD) and meets appropriate health and safety standards when working with hardware

Core Behaviours

Works professionally and independently, taking responsibility and initiative as appropriate

Demonstrates standard business courtesies and professional ethics in how they work

Demonstrates a productive and organised approach to their work

Works effectively with customers, clients and users

ON-PROGRAMME DELIVERY

Each apprentice will be allocated a Coach to support ongoing learning and preparation for End Point Assessment. In addition Progress Reviews will take place regularly to ensure the apprentice is on track. All apprentices will be invited to attend relevant workshops to support the development of their Knowledge, Skills and Behaviours. We may also offer technical training sessions, where required, for example ITIL.

END POINT ASSESSMENT

The EPA will consist of three assessment methods:

1. Four multiple choice knowledge tests
2. A portfolio of evidence or 'showcase'
3. A Project and Interview

The EPA will be conducted by an Independent External Assessment Organisation (IEAO).

PROGRESSION

Please talk to us about progression from this Apprenticeship.

REALITY CHECK

- Time and support required from the employer to the apprentice during the apprenticeship to include: regular Performance Reviews, relevant off the job training and preparation for the final EPA
- Expectation of significant amounts of study/work from the apprentice in order to meet the requirements of the apprenticeship
- Employer has to be involved in the EPA and provide support and time to the apprentice in preparation for the EPA

COSTINGS

Maximum Funding Band: £13,000

The cost of the apprenticeship will be negotiated with you in line with Government guidelines

Additional Costs:

- Optional - IT Functional Skills Level 2 - £200

PLEASE CONTACT APPRENTICESHIPS@CIRENCESTER.AC.UK FOR FURTHER INFORMATION