

DIGITAL SUPPORT TECHNICIAN

This training programme has been designed for those working in IT, software and digital sector. Individuals help their organisation and its internal users to maximise the use of digital technologies. They typically help organisations adapt to and exploit changes in technology to meet objectives and maximise efficiency. They also ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 3
- Duration - 15 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Level 1 and 2 Functional Skills where appropriate
- End-Point Assessment



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The learner journey

1. 15 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. You will be required to spend at least six hours a week on off-the-job training in order to meet the course requirements.

2. Gateway – After the 15 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

We want to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

What your employees will learn

Knowledge:

Digital office automation technologies; types of digital architecture; backing up data securely; secure handling; concepts and fundamentals of data; diagnosing digital problems; helpdesk systems; risk mitigation; significance of digital presence; communication channels; accessing information securely; planning and organising own learning; time management; applications and digital technologies; impact of actions within a support desk environment; software applications; digital information systems; applications support; components of databases; system configurations; security; impact of technical procedures; training and support.

Skills:

Use digital technologies, including collaborative tools; accurately and securely use data; information security principles; effective response to enquiries; digital information systems; communicate effectively; digital resources; risk assess the organisational impact of decisions; digital systems; digital technologies; maintain system security; digital operations or digital change and transformation activities; investigate application problems; coach and guide stakeholders to develop their applications skills; monitor data; support customers; diagnoses technical problems; maintain end-user systems physically or remotely; provide and direct end-users to tools and resources.

Behaviours:

Work independently and take responsibility to maintain productive and professional working environment with secure working practices; use own initiative when implementing digital technologies and finding solutions to stakeholder's problems; professional approach to dealing with stakeholder's problems; self-motivated for example: takes responsibility to complete the job; takes a sustainable mindset towards digital support activities ensuring climate change and the move to net carbon zero by 2050 is a consideration.

For more information visit: [Institute of Apprenticeships](#)