Digital Support Technician (Service Technician) – Level 3

LEARNING JOURNEY

LEARNING CURVE GROUP

UNIT 1: Digital Technologies

This unit focuses on:
- Digital technologies
- Collaborative tools

UNIT 2: Business & Decision Making

This unit focuses on:
- Digital technologies
- Digital presence
- Risk assessment
- Continuous improvement

UNIT 3: Digital & Information Security

This unit focuses on:
- Data back ups
- Security & legislation

UNIT 4: Digital Information Management Systems

This unit focuses on:
- Principles of a desk system
- Operate digital information management systems
- Diagnosing stakeholder digital problems
- Response, support & information

UNIT 5: Communication

This unit focuses on:
- Approaches to communication
- Effective communication
- Accessing the internet
- Time management

UNIT 6: Teamwork

This unit focuses on:
- Teamwork – best practices

UNIT 7: Technical Problem Solving

This unit focuses on:
- Databases and their uses
- Impact of procedures

UNIT 8: Technical Support & Guidance

This unit focuses on:
- Supporting stakeholders
- Resolving digital problems
- System configurations
- Maintaining stakeholder systems

UNIT 9: System Support

This unit focuses on:
- Security implications
- Maintaining end user systems
- Principles of continuous improvement
- Systems to identify improvements

UNIT 10: Information and Product Services

This unit focuses on:
- Supporting customers through digital channels
- Diagnosing technical problems

UNIT 11: Data Management

This unit focuses on:
- Data fundamentals
- Using data accurately

Month 12: EPA Support & Guidance

This unit focuses on:
- EPA support & guidance
- Final Review
- Exit
- IAG
- Gateway

Month 13: EPA Support & Guidance

This unit focuses on:
- EPA support & guidance
- Final Review
- Exit
- IAG
- Gateway

Month 14: EPA Support & Guidance

This unit focuses on:
- EPA support & guidance
- Final Review
- Exit
- IAG
- Gateway

Month 15: Final Exit Review & EPA

This unit focuses on:
- Final Review
- Exit