Digital Support Technician (Digital Applications) - Level 3



LEARNING JOURNEY

UNIT I: Digital Technologies

This unit focuses on:

Digital technologies

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: Application Problem Solving

This unit focuses on:

- Problem solving
- Application support

UNIT 8: Application Skills

This unit focuses on:

- Supporting through training
- Skills support
- Productivity

UNIT 9: Applications - Digital Implementation I

This unit focuses on:

- Implementation
- Maintaining systems
- Continuous improvement

UNIT 10: Applications -Digital Implementation

This unit focuses on:

- Digital implementation
- Digital insights

UNIT II: Data Management

This unit focuses on:

- Investigating problems
- Data fundamentals

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
- Fxit