# Digital Support Technician

**Level:** 3
**Typical Duration:** 15 months

**Possible Job Role:** Digital Support Technician, Digital Service Support, IT Support

## Course Overview

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 within their organisation. This role is found in organisations, large and small, in all sectors, and within the public, private and voluntary sectors.  Organisations of all types are increasing digital technologies across all their business functions to maximise productivity. Supporting their service users through online and digital channels, as they develop omni-channel approaches to meeting customer needs and deflect traditional telephone and face-to-face contacts to reduce costs. Apprentices will select one of the following two options:

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 ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives.
A Digital Service Technician supports the external customers and clients 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.

## Qualification Achieved

On completion of this apprenticeship, you will hold a level 3 apprenticeship in Digital Support Technician. Additional qualifications achieved include:

- Entry onto the BCS
- SFIA Level 3 upon registration
- Entry to the Chartered Institute for IT

## Progression

The role may act as a gateway to further career and training opportunities, including, but not limited to:

- Network Engineer Level 4
- IT Solutions Technician Level 3
- Digital Support Manager

## Learning & Assessment

Apprentices will be assigned a dedicated tutor. The tutor will visit monthly in the workplace, as well as being on hand to support throughout the duration of the apprenticeship programme. The frequency of these sessions may be more, depending on the needs of the apprentice.

## End Point Assessment

Each Apprentice must undergo an independent end-point assessment to determine the outcome of their apprenticeship. The assessments will assess the knowledge, skills and behaviours gained during their programme. The methods in which this apprenticeship are assessed are:

- Knowledge Test
- Case Study Presentation and Interview

## Entry Requirements

Individual employers may set their own criteria for this apprenticeship.

## Hire an Apprentice

We can work with you to source a suitable applicant for your organisation or you can up-skill your existing employees. If the employee is under 19 and your business has fewer than 50 employees, there will be no cost for the training. If they are over 19 and/or your business has over 50 employees then you will contribute 5% towards the cost of the training. For any businesses paying into the levy, all training costs will be covered.

## Recruitment

With our Talent Match recruitment service, Talent Bank, we will advertise your vacancy, screen applicants and pre-interview potential prospects in order to ensure you only interview the most appropriate candidates for your vacancy – all free of charge.

## E-Portfolio

We offer a dedicated virtual learning platform which allows learners to keep on track of their course. In addition to this, it allows our tutors and employers to keep up-to-date with the progression of learners.

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