

DIGITAL SUPPORT TECHNICIAN

LEVEL 3 APPRENTICESHIP STANDARD

COURSE DURATION

15 months

DELIVERY

This apprenticeship is delivered in college one day per week.

OVERVIEW

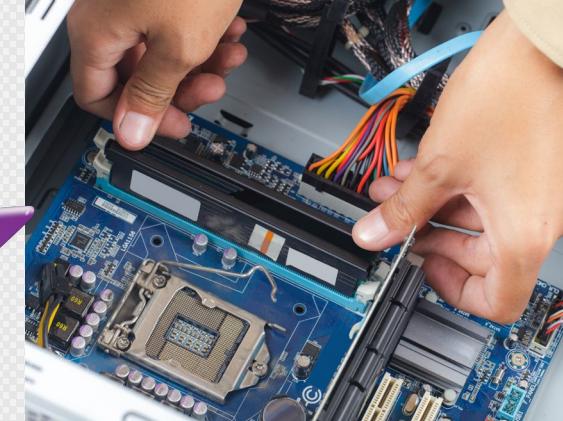
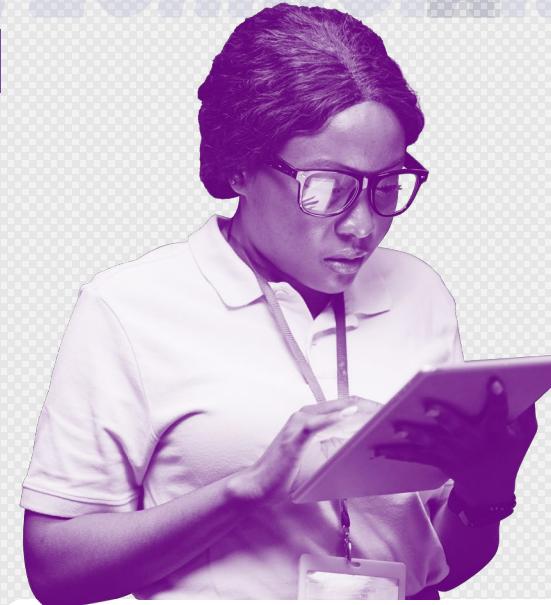
This apprenticeship will provide you with the essential skills and knowledge to deliver effective digital support across various organisational roles. You will learn to offer technical assistance through multiple communication channels, using diagnostic tools to address and resolve stakeholder issues. You will develop time management and prioritisation skills to enable you to handle workflows efficiently and meet critical milestones.

You will also focus on data security, ensuring you understand and apply relevant policies and legislation to maintain the integrity and confidentiality of data. Skills in basic data analysis and documentation support informed decision-making and provide a clear audit trail.

Specialised options enhance technical proficiency, including configuring digital systems, delivering application training, and investigating technical or application issues. Emphasis on continuous professional development and sustainability ensures you stay updated with emerging technologies and contribute to environmentally conscious digital practices.

WHAT'S COVERED

- Technical proficiency, problem-solving, and collaboration.
- Diagnosing and resolving technical and application issues
- Managing workflows efficiently
- Maintaining data security in compliance with legislation
- Using digital technologies, analysing data, and documenting processes to create clear audit trails



TYPICAL JOBS INCLUDE

- Data Administrator
- Database Administrator
- Digital Applications Specialist
- Digital Support Professional
- Digital Systems Operator
- ICT Support Analyst
- IT Operations Technician
- Operations Technical Specialist
- Service Centre Operator

ENTRY REQUIREMENTS

- ✓ No prior experience in data analysis or handling is required.
- ✓ If you do not have Level 2 English and maths then you will need to achieve this level prior to taking the End-Point Assessment.
- ✓ For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3.
- ✓ A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.