

# Apprenticeships

## Find your inner Superhero

### Digital Support Technician - Level 3



#### Programme Overview

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations. Organisations of all types are increasing applying digital technologies across all their business functions to maximise productivity. The demand for people who can support and implement these digital operations and digital transformation projects is increasing. Similarly, organisations of all types are increasingly supporting their service users through online and digital channels, as they develop omni-channel approaches to meeting customer needs, deflect traditional telephone and face-to-face contacts and to reduce costs.

They 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.



## Core Modules Include:

- Digital technologies: uses a range of digital office technologies, including collaborative tools, appropriately for internal and external communications, including, for example, office suites, conferencing facilities and mass email tools; survey tools; social media tools for business; SMS; live chat and video chat; web conferencing to support the delivery of services and to share information with customers and colleagues
- Data management: uses data systems effectively, appropriately and securely to meet business requirements and in line with organisational procedures and legislation
- Digital security: applies information security principles to information transfer, deletion, storage, usage and communications – using mobile devices where appropriate
- Digital Information Management Systems: operates a range of digital information systems and tools to maintain information and to support service delivery, whether Client Management Systems (CMS), Customer Relationship Management systems (CRM), finance or human systems or other bespoke digital systems or databases. This includes searching, storing, integrating and organising data; data entry and maintenance; data modelling; relationship modelling and data analysis to identify trends and insights
- Communication: communicates effectively in writing, verbally and face to face appropriately through different digital channels, including e-mail, telephone and collaborative technologies, including digital specialists and others, using technical terminology and non-technical terminology as appropriate, whether for internal or external communication
- Digital learning: studies using digital resources to extend knowledge and skills in the use of new digital systems or features and other skills
- Organisational policies and standards: operates in line with organisational policies, standards, legislation, professional ethics, privacy and confidentiality and knows where to source these and when and how to escalate any issues



## Modules for Digital Applications Technician include:

- Digital Technologies: applies sophisticated digital technologies effectively to achieve objectives
- Information Systems: monitors and operates complex information systems
- Digital Implementation: supports digital operations and/or digital change and transformation by championing and demonstrating best practices
- Digital problem solving: identifies and resolves digital problems independently for self and colleagues to maintain productivity and improve quality of service
- Digital skills support: coaches and guides less experienced colleagues to develop their digital skills and to use digital systems effectively
- Productivity software: uses a range of digital applications appropriate to the role to create, update, edit, manage, analyse and present data and information

## Modules for Digital Service Technician include:

- Digital problem solving: diagnoses and resolves customers and client's problems with accessing and using digital technologies and applies the organisation's diagnostic processes for fault finding escalating and reporting problems with the digital technologies, using content management systems as appropriate
- Maintain end-user systems physically or remotely. For example: software, hardware or operating system
- Multi-tasking: applies excellent multi-tasking capability to be able to capture information at a conversational pace whilst navigating numerous systems
- Customer service: takes responsibility for customer service and uses diagnostic tools and digital systems to manage external end-user dissatisfaction through to resolution
- Business skills: demonstrates first point resolution whilst balancing customer and business needs to secure the appropriate solution
- Working with customers: works with a very wide range of customers and external users – from a wide variety of backgrounds, with a wide variety of needs and with a wide variety of digital competence, including dealing with difficult and challenging situations





## Key Information

Qualification	Level 3 Digital Support Technician Apprenticeship - equivalent to A-Levels
Duration	This qualification typically takes 15 months
Entry Requirements	<p>The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grades 4-7.</p> <p>Apprentices without Maths and English will be required to complete Functional Skills at level 2 prior to taking the end point assessment.</p>
Role Suitability	<p>For Digital Applications Technicians: Digital Coach, Digital Transformation Associate; ICT Support Analyst, Digital Champion, Database Administrator, Data Administrator, IT Operations Technician, Digital Applications Specialist and Digital Systems Operator.</p> <p>For Digital Service Technicians: Service Centre Operator, Digital Service Advisor, Digital Service Support, Digital Service Agent; Applications and On-line Service Executive, Technical Support Professional, Digital Support Professional, and Operations Technical Specialist.</p>
Key Responsibilities	Maximising the effective use of digital office technologies, productivity software and digital communications in organisations.
Delivery	Blended approach of remote and face to face visits.
Assessment	<p>For this qualification the EPA consists of the following:</p> <ul style="list-style-type: none"> <li>• Knowledge test</li> <li>• Case study presentation and interview</li> <li>• Grading</li> </ul>
Progression	Those completing the Digital Support Technician apprenticeship will be recognised for entry onto the BCS, the Chartered Institute for IT, Register of IT Technicians confirming SFIA level 3 professional competence.



**Northern Training Academy are committed to ensuring employers and apprentices have everything they need before the programme begins.**

### **Apprenticeship Support Team**

Our dedicated support team provide monthly status updates for learners and line managers to highlight progression and engagement, with additional meeting support where necessary.

### **Learning and Development Coaches**

An industry experienced and professional coach who will guide Apprentices through the programme.

With monthly visits, one- to-one calls, workshops and our e-portfolio delivery will ensure that Apprentices are meeting learning targets and professional development outcomes.

### **Programme Support:**



#### **Induction Support:**

- On boarding and start of learner journey



#### **On Programme Support:**

- Regular 1-to-1 Progress Reviews
- Tuition from industry expert coach
- Learner Support and Engagement
- L2 Maths and English Support where required



#### **End Point Assessment Support:**

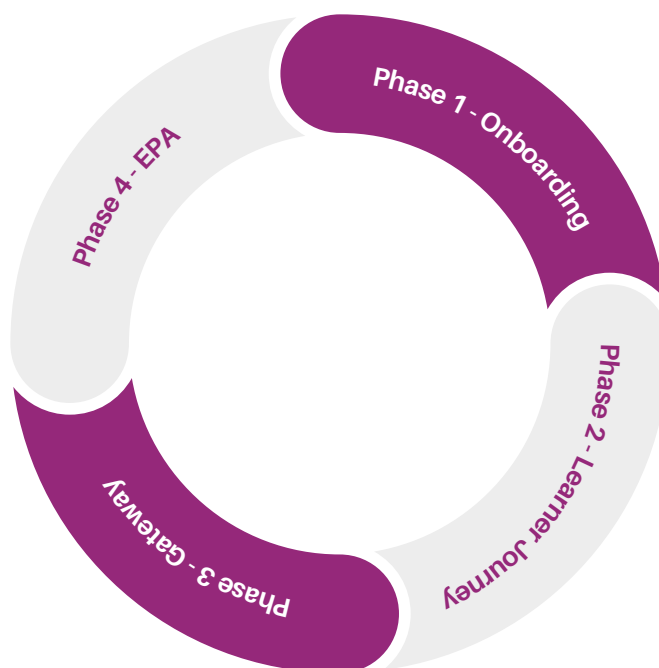
- Gateway Review
- EPA Booking
- EPA Support







## Programme Outline:



## Off the Job Training:

- Planned tasks and research
- Further reading
- Session attendance
- Online learning
- Industry training and events



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