

L3

> Apprenticeship



DIGITAL
Skills Solutions

DIGITAL SUPPORT TECHNICIAN

Maximising the effective use of digital office technologies, productivity software and digital communications in organisations.

> **Duration**
15 months

> **Route**
Digital

THE ROLE

The broad purpose of a Digital Support Technician is to maximise the effective use of digital office technologies, productivity software, digital communications. In their daily work, There are two routes for Digital Support Technicians: Digital Applications Technician, and Digital Service Technician.

FOR MORE INFORMATION, CONTACT US

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92%

of our apprentices gain full-time employment



Roles/occupations may include:

For Digital Applications Technicians:

- > Digital Coach
- > ICT Support Analyst
- > Digital Systems Operator

For Digital Service Technicians:

- > Digital Service Advisor
- > Technical Support Professional
- > Operations Technical Specialist



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. Those completing the apprenticeship can apply for registration.



Entry requirements

- > Individual employers will set their own entry requirements
- > Level 2 English and Maths will need to be achieved, if not already, 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 and British Sign Language qualification is an alternative to English qualifications for whom this is their primary language



Application process

To find out more or speak to us about vacancies, please [CONTACT US](#)