
L3

> Apprenticeship



DIGITAL
Skills Solutions



INFRASTRUCTURE TECHNICIAN

Set people up on Information Technology (IT) systems, provide support and solve problems to help organisations run smoothly.

> **Duration**

Typically 12 months

> **Route**

Digital

THE ROLE

An Infrastructure Technician provides support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem solve and trouble shoot non routine problems. The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.

FOR MORE INFORMATION, CONTACT US

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92%

of our apprentices gain full-time employment



Roles/occupations may include:

- > Help Desk Technician
- > IT Infrastructure Technician
- > First or Second Line Support
- > Network Support



Key responsibilities are likely to include:

- > Recording, analysing and communicating data at the appropriate level using the organisation's standard tools and processes and to all stakeholders within the responsibility of the position
- > Operating a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures



Progression

- > This apprenticeship is recognised for entry onto the register of IT technicians confirming SFIA level 3 professional competence and those completing the apprenticeship are eligible to apply for registration



Entry requirements

- > Level 2 English and Maths will need to be achieved, if not already, prior to taking the end point assessment
- > Individual employers will set the selection criteria, but this is likely to include five GCSEs, (especially English, Mathematics and a Science or Technology subject); a relevant Level 2 Apprenticeship; other relevant qualifications and experience; or an aptitude test with a focus on IT skills
- > *Successful interview*



Application process

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