Why Work as a...
Digital Support Technician

A solution for your training needs and career progression

ROLE OVERVIEW

The broad purpose of a Digital Support Technician is to maximise the effective use of digital office technologies, productivity software and digital communications. These will include collaborative technologies, and digital information systems.

KEY POINTS

- **Level:** 3
- **Duration:** 15 months + End Point Assessment
- **Pathways:** Digital Applications Technician (DAT), Digital Service Technician (DST)
- **Entry requirements:** You may be required to undertake training in maths and English. See **HERE** for more information
- **Career progression:** This apprenticeship provides an ideal route into Applications Support Lead and Digital and Technology Solutions Professional

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KNOWLEDGE REQUIREMENTS ⌄

- Types of digital architecture and how it relates to their organisation; physical storage versus cloud; role of operating systems and servers
- The principles, processes and procedures for the secure handling of data in compliance with legislation
- The key principles and processes for diagnosing stakeholder's digital problems
- Principles of continuous improvement within the context of the application and use of digital technologies and the benefits
- Approaches to assessing the impact of their actions on other stakeholders within a support desk environment
- Working practices for the productive use and administration of stakeholder's applications

SKILL REQUIREMENTS ⌄

- Use data accurately and securely to meet business requirements and in line with organisational procedures and legislation
- Communicate effectively through a variety of different channels using terminology appropriate to the audience
- Maintain system security in line with organisational policies
- Coach and guide stakeholders to develop their applications skills to use digital systems effectively
- Provide and direct end-users to tools and resources to help them to resolve their digital problems

BEHAVIOUR REQUIREMENTS ⌄

- Work independently and take responsibility to maintain productive and professional working environment with secure working practices
- Use own initiative when implementing digital technologies and finding solutions to stakeholder's problems
- Professional approach to dealing with stakeholder's problems