

# Why Work as a... Digital Device Repair Technician

A solution for your training needs and career progression

## ROLE OVERVIEW

The broad purpose of the occupation is to manage the process of repairs to digital devices and replace device parts from end to end. This includes: receiving and booking faulty devices; accurately diagnosing and identifying faults; managing and maintaining stock items; dealing with customer enquiries; dealing with mobile device service centres and suppliers; safely disposing of component parts which are beyond repair.

### KEY POINTS

- **Level:** 3
- **Duration:** 21 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Professional recognition:** This standard aligns with the following professional recognition:
- RITTech — the registration for IT technicians for Associate Member

## KNOWLEDGE REQUIREMENTS

- Process maps or standard operating procedures
- Principles of the support process, including customer service, diagnosis, fault identification, software and or hardware replacement and quality control
- Approaches to ensuring accessibility for all users and recognising the diversity of user needs when providing a service
- Types of repair equipment, what they are used for and how they should be stored
- Waste disposal and recycling legislation and company processes, policies and procedures, including safe data disposal
- The impact of keeping technology alive for longer
- Principles and techniques of continuous improvement

## SKILL REQUIREMENTS

- Comply with health and safety and environmental legislation, policies and procedures
- Assess and interpret risk to inform safe working practices
- Analyse, evaluate and advise the client about options for keeping technology alive for longer
- Research industry updates, select and implement for the device and provide updates to stakeholders affected by the change
- Use diagnostic tools to interpret faults, including no fault devices
- Replace a main PCB Printed Circuit Board
- Replace common user-repairable components in devices

## BEHAVIOUR REQUIREMENTS

- Professional and customer service focussed
- Collaboration the ability to work with colleagues whilst contributing to a supportive and inclusive workplace, respectful of different views
- Safety mindset - ensures all work processes are carried out safely and report any concerns or risks
- Gathers stakeholders feedback to show the success of the repair

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