Why Work as an…
Information Communications Technician
A solution for your training needs and career progression

ROLE OVERVIEW

Organisations increasingly rely on computer and communications systems in all areas of their operations and decision-making processes. It is therefore crucial to ensure the optimal performance and maintenance of systems. An Information Communication Technician (ICT) is critical to achieving this.

KEY POINTS

- **Level:** 3
- **Duration:** 18 months + End Point Assessment
- **Pathways:** Support Technician, Network Technician, Digital Communications Technician
- **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 entry into the occupation and supports progression onto the Network Engineer Level 4

KNOWLEDGE REQUIREMENTS ⌄

- Basic elements of technical documentation and its interpretation
- Principles of root cause problem solving using fault diagnostics for troubleshooting
- Methods of communication including level of technical terminology to use to technical and non-technical stakeholders
- Approaches to documenting tasks, findings, actions taken and outcome for example, use of task tracking and ticketing systems
- Principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network
- Awareness of Cloud platforms, such as AWS, Azure, or GCP

SKILL REQUIREMENTS ⌄

- Interpret and prioritise internal or external customer's requirements in line with organisation's policy
- Establish and diagnose the extent of the IT support task, in line with the organisation's policies and Service Level
- Identify and scope the best solution informed by the system data associated with the task
- Use basic scripting to execute the relevant tasks for example PowerShell, Linux
- Monitor network-related workloads including DNS and firewalls

BEHAVIOUR REQUIREMENTS ⌄

- Works professionally, taking initiative as appropriate and acting with an ethical approach
- Communicates technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders
- Demonstrates a productive and organised approach to their work

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