

Level 3 ICT Support Technician

Apprenticeship 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.

The broad purpose of the ICT occupation is to deliver efficient operation and control of the IT and/or telecommunications infrastructure (comprising physical or virtual hardware, software, network services and data storage), either on premises or to end users provisioned as cloud services that is required to deliver and support the information systems needs of an organisation.

The Support Technician role is typically responsible for resolving system user queries and faults in a helpdesk environment.



Training location

Transport links

- Cosham train station (15-minute walk)
- Cosham Interchange Bus Stop (15-minute walk)
- Free onsite parking



- Qualification level:** Level 3
- Total duration:** 22 Months
- Practical period:** 18 Months
- End point assessment:** 4 Months
- Training Days:** 25 days
- **Awarding body:** BCS (British Computing Society)

Entry requirements

- Maths & English GCSE at Grade 4 or an equivalent qualification
- An active interest in ICT, computer science and hardware/software

Potential job roles

- 1st Line / 2nd Line Support Technician
- Helpdesk Support Technician
- IT Support Analyst
- IT Support Officer
- IT Field Technician

Qualifications to achieve

- Level 3 ICT Support Technician Apprenticeship
- Security Fundamentals (PETA Accredited Course)
- Server Fundamentals (PETA Accredited Course)
- Network Fundamentals (PETA Accredited Course)



PETA Training and Conference Centre

Access Point, Northarbour Road, Cosham, PO6 3TE

Level 3 ICT Support Technician

How you will learn

As an ICT Support Technician Apprentice, you will attend PETA's training centre for 25 days' worth of training. While at our training centre, you will cover a range of different units that will help to develop specialist IT technical knowledge and skills that will support your success in your role.

You will cover three key 5 day courses:

- Networking fundamentals - Develop an understanding of network infrastructures, network hardware and protocols and services.
- Server fundamentals- Develop an understanding of server installations, server roles, active directory, storage, and server performance.
- Security fundamentals- Develop an understanding of core security principles, physical and digital security implementations, Authentication, Authorisation, Auditing (AAA), Share and NTFS (New Technology File System) effective and cumulative permissions and encryption types, methods, and PKI (Public Key Infrastructure).

Plus, a range of additional one day courses that will include IT project management, cyber security, technical fault diagnosis, IT testing and more. Throughout your apprenticeship, you will be supported by a learning and development coach who will visit you every 6-8 weeks in your workplace. They will work closely with you and your employer to set learning objectives, undertake practical observations, and provide you feedback on your apprenticeship progress.

Alongside the training delivered by PETA, your employer will be providing you with a training schedule to support you in the workplace.

How you will be assessed

Throughout your apprenticeship, you will be working towards your end point assessment (EPA). During this time you will be collating a portfolio of evidence that will be sent off for assessment. Your end point assessment will then be conducted by an external examining body and will be made up of two key elements:

Professional discussion based on your portfolio of evidence

Completion of a work based project and a questioning session on this project

These elements have been designed to enable you to demonstrate the key knowledge, skills and behaviours you have developed during your training.

The possible outcomes of your EPA are Pass, Merit and Distinction.

Progression

Upon completion of your apprenticeship you could choose to progress professionally within your organisation or opt to pursue a higher-level apprenticeship. For example:

- Level 4 DevOps Engineer



Level 3 ICT Support

Apprenticeships are all about developing new Knowledge, Skills and Behaviours (KSB). These KSBs form the foundation of the core competencies and attributes you need in order to be successful as an ICT Support Technician

These KSBs are the basis for your end point

- K1: Approaches to back up and storage solutions
- K2: Basic elements of technical documentation and its interpretation
- K3: Principles of root cause problem solving using fault diagnostics for troubleshooting
- K4: Principles of basic network addressing for example binary
- K5: basic awareness of the principles of cloud and cloud-based services
- K6: fundamental principles of virtual networks and components
- K7: principles of cultural awareness and how diversity impacts on delivery of support tasks.
- K8: methods of communication including level of technical terminology to use to technical and non-technical stakeholders
- K9: different types of maintenance and preventative measures to reduce the incidence of faults
- K10: key principles of security including the role of People, Product and Process in secure systems for example access and encryption requirements
- K11: fundamentals of physical networks and components
- K12: approaches to documenting tasks, findings, actions taken and outcome for example, use of task tracking and ticketing systems
- K13: basic awareness of legislation in relation to disposal of waste materials for example Waste Electronic and Electrical regulations (WEEE)
- K14: fundamental principles of operating systems, hardware system architectures and devices
- K15: principles of remote operation of devices including how to deploy and securely integrate mobile devices into a

- K16: fundamental principles of peripherals for example: printers and scanners
- K17: principles of virtualisation of servers, applications and networks
- K18: principles of disaster recovery, how a disaster recovery plan works and their role within it
- K19: principles of Test Plans, their role and significance
- K20: fundamentals of purpose, creation and maintenance of asset registers
- K21: approaches to system upgrades and updates and their significance
- K22: approaches to interpretation of log files, event viewer and system tools
- K23: basic elements of network infrastructure architectures including WiFi and wired networks

Skill

- S1: Interpret and prioritise internal or external customer's requirements in line with organisation's policy
- S2: Apply the appropriate tools and techniques to undertake fault finding and rectification
- S3: apply Continuous Professional Development to support necessary business output and technical developments
- S4: Operate safely and securely across platforms and responsibilities maintaining the security of personal data of internal and external stakeholders
- S5: Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation where appropriate
- S6: Develop and maintain effective working relationships with colleagues, customers and other relevant stakeholders
- S7: Manage and prioritise the allocated workload effectively making best use of time and resources
- S8: Complete documentation relevant to the task and escalate where appropriate
- S9: Install or undertake basic software upgrades,either physically or remotely
- S10: Establish and diagnose the extent of the IT support task, in line with the organisation's policies and Service Level Agreements

- S11: Provide remote/F2F support to customer requirements
- S12: Maintain a safe working environment own personal safety and others in line with Health & Safety appropriate to the task
- S13: Identify and scope the best solution informed by the system data associated with the task
- S14: Test and evaluate the system's performance and compliance with customer requirements.
- S15: Escalate non routine problems with procedures
- S16: Use basic scripting to execute relevant tasks for example PowerShell
- S17: Carry out routine maintenance systems, (such as IT, Communication) ensuring organisational compliance

Behaviours

- B1: Works professionally, taking initiative appropriate and acting with an ethical approach
- B2: Communicates technical and non technical information in a variety of situations to support effective working with internal and external stakeholders
- B3: Demonstrates a productive and professional approach to their work
- B4: Self-motivated, for example takes responsibility to complete the job.