



**APPRENTICESHIP**

# **DIGITAL SUPPORT TECHNICIAN LEVEL 3**

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# DIGITAL SUPPORT TECHNICIAN COURSE OVERVIEW

Digital Support Technicians provide technical assistance and support to users, troubleshooting issues, maintaining digital systems, and ensuring smooth operations in various digital environments.

 Level 3

 Online

 13 Months

 End Point Assessment

# WHAT DOES A DIGITAL SUPPORT TECHNICIAN DO?

Digital Support Technicians are essential for organisations, facilitating digital adoption, optimising tools and systems to achieve objectives.

Digital Support Technicians have the following responsibilities:

A Digital Support Technician assists external customers through diverse digital channels, providing support, coaching, and issue resolution for accessing services, utilising digital systems, submitting information, and overcoming technology-related challenges.

Digital Support Technicians interact with a wide variety of internal or external users of digital systems, through digital channels, by phone and/or face to face.

- ▶ **Autonomy:** Operates with discretion under general direction, handling complex issues and assignments, following clear instructions, with frequent milestone reviews, and knowing when to escalate to higher levels.
- ▶ **Influence:** Interacts and influences colleagues or customers, may supervise others, and makes impactful decisions on assigned work or project phases.
- ▶ **Business:** Fully contributing to team efforts, independently planning, scheduling, and monitoring work within tight deadlines, and adhering to relevant legislation, standards, and procedures.

## Job titles include:

- ▶ Service Centre Operator
- ▶ Digital Service Advisor
- ▶ Digital Service Support
- ▶ Digital Support Professional
- ▶ Operations Technical Specialist
- ▶ Technical Support Professional

## Duties include:

- ▶ Apply relevant digital technologies effectively to achieve objectives.
- ▶ Monitor and operate complex digital information and intelligence systems.
- ▶ Maintain an awareness of current, emerging and fringe digital technologies.
- ▶ Support and coach external users in their use of these digital technologies.
- ▶ Maintain an awareness of current, emerging and fringe digital technologies.
- ▶ Utilise software packages and tools such as collaborative technologies, to interface effectively with external end-users.

# MODULE BREAKDOWN

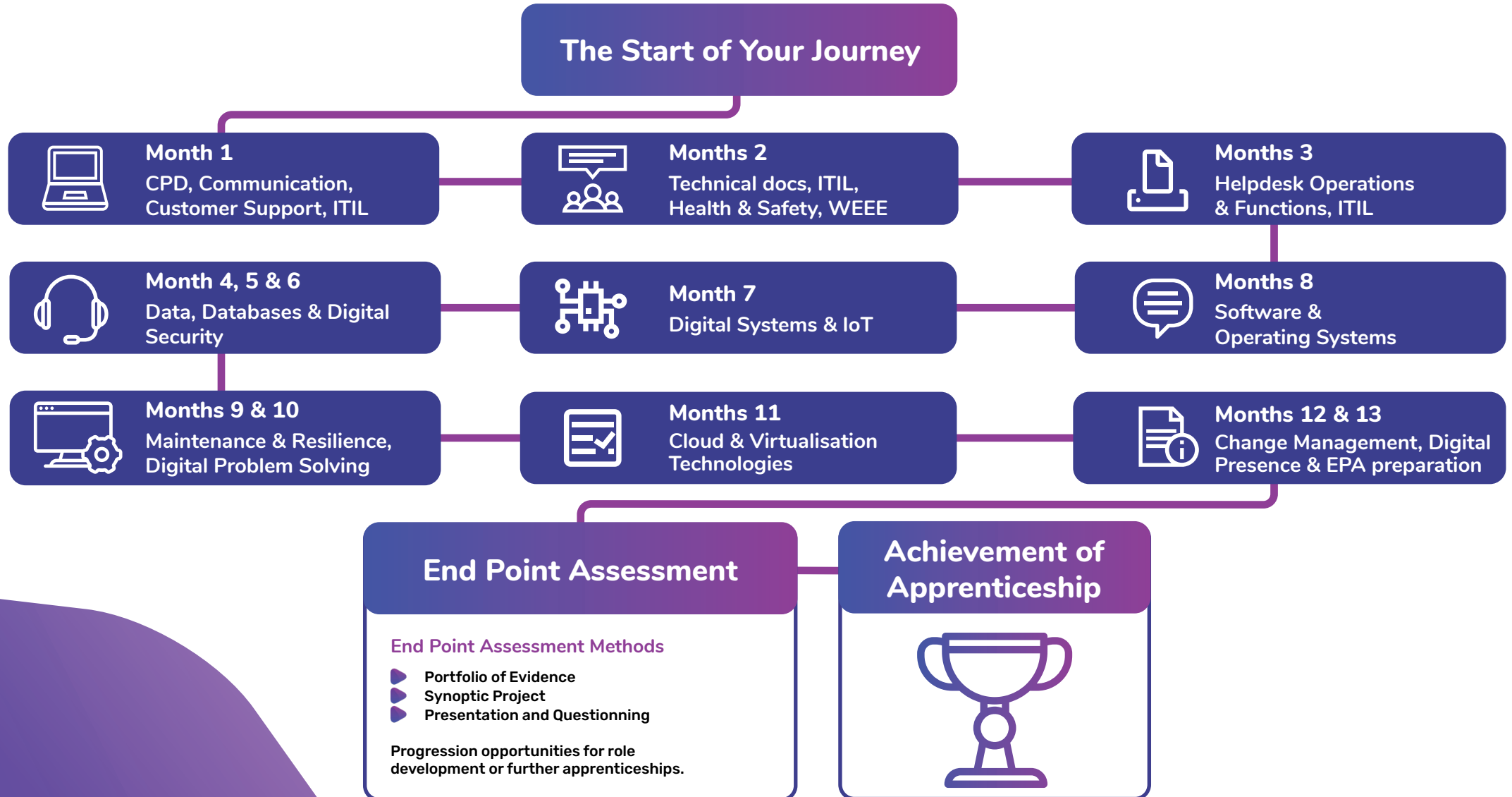
MODULE	BENEFIT TO THE LEARNER	BENEFIT TO THE BUSINESS
<b>Business Skills</b>	The learner comprehends digital presence principles, maintenance techniques, brand representation, and reputation protection in the digital context.	Employees will understand the importance of branding and online presence.
	The learner grasps customer service processes, their role, digital impact, and brand reputation preservation.	
	The learner will understand the importance of effective time management and the need to prioritise effectively.	Employees comprehend people, product, and process impact, proposing improvements for enhanced efficiency.
	The learner grasps the essential aspects and significance of escalation and reporting protocols for addressing users' digital issues.	Employees understand escalation to ensure a high level of customer service and conformance.
	The learner comprehends optimal communication via diverse digital channels and adapts suitably for various audiences.	Employees will be able to communicate effectively with a wide range of stakeholders both technical and non-technical.
<b>Continuous Improvement</b>	The learner grasps the requirement for continual enhancement in applying digital technologies and how this positively impacts the organisation.	Employees acquire skills to identify improvement areas and provide training for varied audiences, bridging knowledge and digital skill gaps.
	The learner comprehends coaching diverse users to optimize digital technology use for information, services, products, and transactions.	
	The learner will understand how to plan and organise their own learning activities to maintain and develop digital skills.	
<b>Data Management</b>	The learner will understand how to use databases, CRM packages & content management systems.	Employees grasp CRM system benefits for productivity and customer service, acting as a central point of accuracy. They propose data handling enhancements for service, integrity, and security.
	The learner comprehends web technologies, email tools, messaging platforms, survey tools, social media for business, and collaborative tools like web conferencing.	
	The learner comprehends data concepts: searching, storing, integrating, organising; organisational data use; info system features/functions; data format's analysis role; entry, maintenance; visualising/presenting data; data and relationship modelling; trend identification through analysis.	

MODULE	BENEFIT TO THE LEARNER	BENEFIT TO THE BUSINESS
<b>Digital Problem Solving</b>	The learner will understand awareness of current, emerging and fringe digital technologies and their implications for work.	By understanding key fault-finding techniques such as root cause analysis employees can identify and provide permanent solutions to non-conformance.
	The learner comprehends the significance, key principles, and process features for diagnosing users' digital issues.	
<b>Digital Security</b>	The learner will understand how to apply the processes and procedures for the secure handling of data.	Employees will be able to support change to ensure the confidentiality and integrity of information.
	The learner will understand the organisational importance of information security and its management including following policies and procedures and key legislative requirements.	
	The learner comprehends major threats and risks for all organisations, with role-specific understanding and best practices for secure work.	Employees will be able to explain current cyber threats and suggest improvements.
	The learner understands operational risk, upholding stable security principles for individuals and systems, covering personal data, access, identity management, encryption, and passwords.	Employees can identify risks and suggest improvements to practices and processes to enhance cyber security within their organisation.
	The learner understands internet limits and strengths, ensuring secure connections, research, location, and access to information.	
	The learner will understand approaches to risk mitigation for data loss including confidentiality, integrity, and availability.	The learner will understand the limitations and extent of the internet to be able to connect to, research, locate and access information securely.
<b>Digital Technologies</b>	The learner will understand awareness of current, emerging and fringe digital technologies and the implications for work.	An employee gains broader comprehension of computer systems and networks, suggesting secure integration of BYOD and IoT for data security and increased productivity.
	The learner grasps present and upcoming digital technologies, considering how they impact their work, involving climate change, sustainability, and the move to net carbon zero.	Employees grasp the environmental impact of people, products, and processes, proposing significant methods for their organisation to enhance and achieve carbon neutrality.
	The learner will understand automation technologies using their initiative to get the job done, the use of digital office automation technologies to the organisation.	
	The learner comprehends constraints in secure internet search and information access, considering currency, relevance, authority, accuracy, and purpose (CRAAP).	Employees gain a broader comprehension of web operations and secure web usage.
	The learner will understand common digital office technologies, including collaborative tools.	

MODULE	BENEFIT TO THE LEARNER	BENEFIT TO THE BUSINESS
<b>Maintain End-user Systems</b>	<p>The learner will understand modern digital infrastructure, including computer systems fundamentals including physical, virtual and cloud; physical systems including hardware peripherals; operating software and software devices; servers; the internet of things; networking fundamentals; virtualisation technologies and cloud.</p>	<p>An employee will have a wider understanding of how a computer system and network function. They will be able to suggest how to rectify non-conformance by utilising varied resources including remote access tools.</p>
	<p>The learner will understand end-user systems; operating systems; application types and deployment methods; support processes such as password management, access control and connection to remote resources; version management, including patching; mobile device management including segregation of provide and business use; and software licenses and approved software.</p>	<p>Employees will understand the importance of backup and how cloud technologies can be used to ensure the integrity, availability and confidentiality of data.</p>
	<p>The learner will understand the importance of the technologies for backing up data securely.</p>	
<b>Organisational Policies &amp; Standards</b>	<p>The learner will understand how the organisation's legal and ethical position fits with organisational needs and customer expectations.</p>	<p>Employees will understand how to apply policy and legislation, understand the principles of ITIL and ISO9001 to enable continued conformance with the business.</p>
	<p>The learner will understand the individual and company risks, responsibilities, and requirements in relation to legislation, professional ethics, privacy and confidentiality and the implications for their role.</p>	

# YOUR APPRENTICESHIP JOURNEY

The Digital Support Technician apprenticeship from Wise Origin College is designed to be completed over a 13 month period. The following gives an indicative overview of the themes contained within our programme, including working place assessments, project based activities and the completion of the End Point Assessment with BCS.





## Get in touch

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