Level 3 Digital Support Technician
(Digital Service Technician)

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations. Organisations of all types are increasing applying digital technologies across all their business functions to maximise productivity. The demand for people who can support and implement these digital operations and digital transformation projects is increasing. Similarly, organisations of all types are increasingly supporting their service users though online and digital channels, as they develop omni-channel approaches to meeting customer needs, deflect traditional telephone and face-to-face contacts and to reduce costs.

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

A Digital Service Technician supports the external customers and clients of their organisation though a wide variety of digital channels, to help them access and receive services, to coach and support them in their use of the digital systems; to support them to complete and submit information remotely and to diagnose and resolve their problems in relation to their access to and use of the digital technologies.

In their daily work, 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.

DURATION
The apprenticeship will typically take 18 months to complete.

LEVEL
This apprenticeship standard is at Level 3.

QUALIFICATIONS
Where a digital support technician has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment.

CAREER PROGRESSION
Those completing the Digital Support Technician apprenticeship will be recognised for entry onto the BCS, the Chartered Institute for IT, Register of IT Technicians confirming SFIA level 3 professional competence. Those completing the apprenticeship can apply for registration.

HBTC
Hull | Grimsby | Scunthorpe

On Programme Learning

To achieve the Digital Support Technician Apprenticeship Standard apprentices are required to complete successfully:
• the on-programme period of training and development, including achieving the required Maths and English qualifications
• produce a portfolio that presents evidence from real-life projects, showcasing your best work and the application of knowledge, skills and behaviours
• the end-point assessment (EPA)

On-programme learning will increase skills, knowledge and behaviours in the following areas:

SKILLS

• Digital technologies: uses a range of digital office technologies, including collaborative tools, appropriately for internal and external communications, including, for example, office suites, conferencing facilities and mass email tools; survey tools; social media tools for business; SMS; live chat and video chat; web conferencing to support the delivery of services and to share information with customers and colleagues

• Data management: uses data systems effectively, appropriately and securely to meet business requirements and in line with organisational procedures and legislation

• Digital security: applies information security principles to information transfer, deletion, storage, usage and communications – using mobile devices where appropriate

• Digital services support: responds appropriately and effectively to internal or external enquiries; providing support and information using utilising digital channels where appropriate and responding according to organisation protocols

• Digital Information Management Systems: operates a range of digital information systems and tools to maintain information and to support service delivery, whether Client Management Systems (CMS), Customer Relationship Management systems (CRM), finance or human systems or other bespoke digital systems or databases. This includes searching, storing, integrating and organisating data; data entry and maintainance; data modelling; relationship modelling and data analysis to identify trends and insights

• Communication: communicates effectively in writing, verbally and face to face appropriately through different digital channels, including e-mail, telephone and collaborative technologies, including digital specialists and others, using technical terminology and non-technical terminology as appropriate, whether for internal or external communication

• Digital learning: studies using digital resources to extend knowledge and skills in the use of new digital systems or features and other skills

• Organisational policies and standards: operates in line with organisational polices, standards, legislation, professional ethics, privacy and confidentiality and knows where to source these and when and how to escalate any issues

• Thinking skills: thinks logically and creatively to resolve digital problems

• Business and decision-making skills: demonstrates an understanding of the organisational impact of decisions that they take

• Continuous improvement: effectively uses complex management information systems to drive productivity and performance of self and department, whilst proactively looking for ways to develop digital systems and processes to drive efficiency

• Teamwork: competently uses digital technologies to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice

• Work environment: maintains a productive, professional and secure working environment

• Customer service: helps customers and clients register for and access information, products and services through online digital channels and represents the organisations brand through digital channels

- Digital problem solving: diagnoses and resolves customers and client's problems with accessing and using digital technologies and applies the organisation's diagnostic processes for fault finding escalating and reporting problems with the digital technologies, using content management systems as appropriate

- Software applications and operating systems: installs and configures software on to end-user devices, including operating systems and applications and demonstrates deployment of software applications and operating systems remotely

- Multi-tasking: applies excellent multi-tasking capability to be able to capture information at a conversational pace whilst navigating numerous systems

- Customer service: takes responsibility for customer service and uses diagnostic tools and digital systems to manage external end-user dissatisfaction through to resolution

- Business skills: demonstrates first point resolution whilst balancing customer and business needs to secure the appropriate solution

- Working with customers: works with a very wide range of customers and external users – from a wide variety of backgrounds, with a wide variety of needs and with a wide variety of digital competence, including dealing with difficult and challenging situations

KNOWLEDGE

- the most common digital office technologies, including collaborative tools, that are used by organisations for internal and external communications and best working practices

- modern digital infrastructure, incuding 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

- the importance of and the technologies for backing up data securely

- how to apply the processes and procedures for the secure handling of data

- the concepts and fundamentals of data, including searching, storing, integrating and organising data; how organisations use various types of data; the key features and functions of information systems; data formats and their importance for analysis; data entry and maintenance; visualisation and presentation of data; data modelling; relationship modelling and data analysis to identify trends and insights

- the organisational importance of information security and its management including following policies and procedures and key legislative requirements

- the major types of threats and risk that apply to any organisation with a working understanding of those that apply to their role and the associated best practice for their own secure working

    operational aspects of risk including maintaining steady state/business as usual security principals for individuals and systems including personal data, access, identity management, encryption and passwords

- the individual and company risks, responsibilities and requirements in relation to legislation, professional ethics, privacy and confidentiality and the implications for their role

- the principles behind an organisation's digital presence and delivery and the techniques required to maintain this and how to represent and safeguard the brand and reputation in relation to the digital offer

- how best to communicate using the different digital communication channels and how to adapt appropriately to different audiences

- the limitations and extent of the internet to be able to connect to, research, locate and access information securely

- how to plan and organise own learning activities to maintain and develop digital skills

- the importance of effective time management and the need to prioritise effectively

- the need for continuous improvement with the application and use of digital technologies and how this benefits the organisation

- awareness of current, emerging and fringe digital technologies and the implications for work

- how to use databases, CRM packages, content management systems, office systems, web technologies; e mail and mass e mail tools, SMS, live chat, video chat and messaging platforms; survey tools; social media tools for business; and other collaborative tools, including web conferencing

- the importance of and the key principles and features of processes for diagnosing users' digital problems

- 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

- the processes and principles of content management systems to identify and resolve uses' digital problems

- how best to communicate to different users though digital channels and how to adapt appropriate to different audiences

- what is meant by a CRM system, how to use it for accessing and maintaining the customers' digital information and the contribution of CRM to an organisations performance and customer service

- sales and customer service support processes, and their role within it including in relation to digital impact and possible damage to brand reputation

- how the organisation's legal and ethical position fits with organisational needs and customer expectations

- the key features and importance of escalation and reporting procedures when dealing with users' digital problems

- how to coach and support a wide variety of external users to help them make the best use of digital technologies to access information, services or products and conduct transactions

BEHAVIOURS

- Works independently and takes responsibility maintains productive and professional working environment with secure working practices
- Uses own initiative when implementing digital technologies and when finding solutions
- Resilient and positive mental attitude when dealing with difficult situations
- Maintains thorough and organised approach to work when working with digital technologies and prioritising as appropriate

The end-point assessment for the Digital Support Technician Apprenticeship consists of the following assessment components:
- Core Elemenet Knowledge Test
- Specialist Element Knowledge Test
- Case Study Presentation and Interview - The apprentice to deliver their presentation of a real life case study, followed by a structured interview to assess knowledge, skills and behaviours

| Off-the-Job Training

Apprenticeships are about upskilling an individual. Reaching occupational competency takes time. Many employers and apprentices have praised the positive effect off-the-job training has on their productivity and apprentices feel valued by the significant investment in their training. You may already have existing training programmes or materials you can use to deliver elements of the apprentice's off-the-job training. Off the job learning at HBTC may include sessions at the training centre, with follow up tasks being assigned in the workplace, time for assignments and research and specific training within the workplace. All off the job training must be relevant to the Apprenticeship Standard being undertaken. This will be agreed before the learner commences the programme and a flexible approach will be taken to meet learner and employer needs.