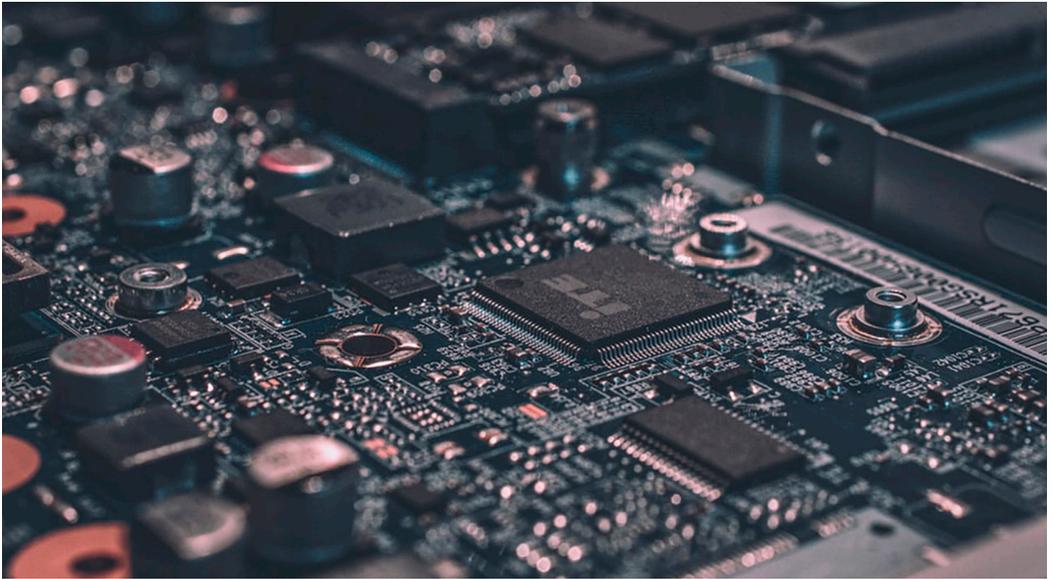


# Level 3

APPRENTICESHIP STANDARD

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## Infrastructure Technician



### For careers in IT technical support

- Help-desk technician
  - First or second line support
  - IT infrastructure technician
  - Network support
  - Applications support specialist
  - Maintenance engineer
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# Standard overview

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Every organisation relies on IT and digital systems to aid in operations and decision making processes. The increase in digital technologies has seen a significant rise in the need for technical experts to offer support to users throughout a range of industry sectors.

An infrastructure technician provides support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem solve and troubleshoot non routine problems. The infrastructure technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.

As well as learning how to maintain the computer systems of an organisation, you could be installing and configuring IT systems, troubleshooting, diagnosing fault in hardware and software and solving other technical issues.

An infrastructure technician will have excellent communication skills and be able to support stakeholders over the phone, via online chat facilities and in person.

Depending on the size of the organisation, working as an infrastructure technician may mean that you'll be working across a variety of areas, developing skills in disciplines such as network installations and maintenance, software support or a help-desk operator.

This apprenticeship would be suitable for those intent on a career within IT technical support. The apprentice will gain a range of skills, enabling them to develop all-round knowledge of IT systems.

## Standards – the benefits

At Learning Unlimited, we provide high quality training and development solutions for organisations across the UK. The Level 3 apprenticeship standard offered by Learning Unlimited brings together a range of benefits. From start to finish, we work with your business to tailor our training to meet your needs. With an excellent track record in delivering training to a variety of organisations and businesses, we can find a solution to help you take your staff to the next level.

## Entry requirements

- Five GCSEs at grade C/4 or above (including English, maths and a science or technology subject)
- A relevant Level 2 qualification

## Duration

- 12 months

## Workplace behaviours development

- Logical and creative thinking skills.
- Analytical and problem solving skills.
- Ability to work independently and to take responsibility.
- Can use own initiative.
- A thorough and organised approach.
- Ability to work with a range of internal and external stakeholders.
- Ability to communicate effectively in a variety of situations.
- Maintain productive, professional and secure working environment.

## End Point Assessment (EPA)

- Summative portfolio
- Synoptic project
- Employer reference
- Interview

## Skills and knowledge development

- Working knowledge of a range of cabling and connectivity, such as the various types of antennas, wireless systems and IT test equipment.
- Understands maintenance processes and applies them in working practices.
- Understands basic elements and architecture of computer systems.
- Understands the similarities, differences and benefits of the current operating systems available.
- Understands cloud services.
- Understands the similarities and differences between a range of coding and logic.
- Understands and complies with business processes.
- Working knowledge of business IT skills relevant to the organisation.

## Qualifications or Industry Accreditation gained

- BCS Associate Membership (paid for two years whilst on programme).
- This apprenticeship is recognised for entry onto the register of IT technicians confirming SFIA Level 3 professional competence and those completing the apprenticeship are eligible to apply for registration.

# Delivery plan and apprentice progression

Throughout the apprenticeship, the apprentice is supported by a work-based tutor and employer mentor to ensure that they are progressing at the right pace and developing the skills and knowledge expected.

## Month 1-4

- Induction
- Coding & logic
- Cloud services
- Progress review
- Portfolio tasks

## Month 5-8

- Business processes
- Mobile & operating systems
- Networking & architecture
- Progress review
- Portfolio tasks

## Month 9-12

- Reflective account submissions
- Progress review
- Portfolio review
- Synoptic project review
- Interview
- End Point Assessment

## Off-the-job training

Every apprenticeship includes off-the-job training – equivalent to one day per week. This takes place during time normally spent at work but does not include the usual daily duties and responsibilities carried out as part of their normal role. It can consist of work and tasks ranging from projects, lectures and seminars to day release, blended learning and training to use specialist equipment.

It can form part of regular weekly sessions or be combined for larger blocks of time, depending on the approach that works best for the employer.

The delivery plan may be subject to change.

## Progression

Upon successful completion apprentices will be eligible for the following job roles or further studies:

- Higher level qualification or apprenticeship
- Help desk technician
- First or second line support
- IT infrastructure technician
- Network support
- Applications support specialist
- Maintenance engineer
- IT technical team leader
- IT technical manager

