



Infrastructure Technician
Level 3



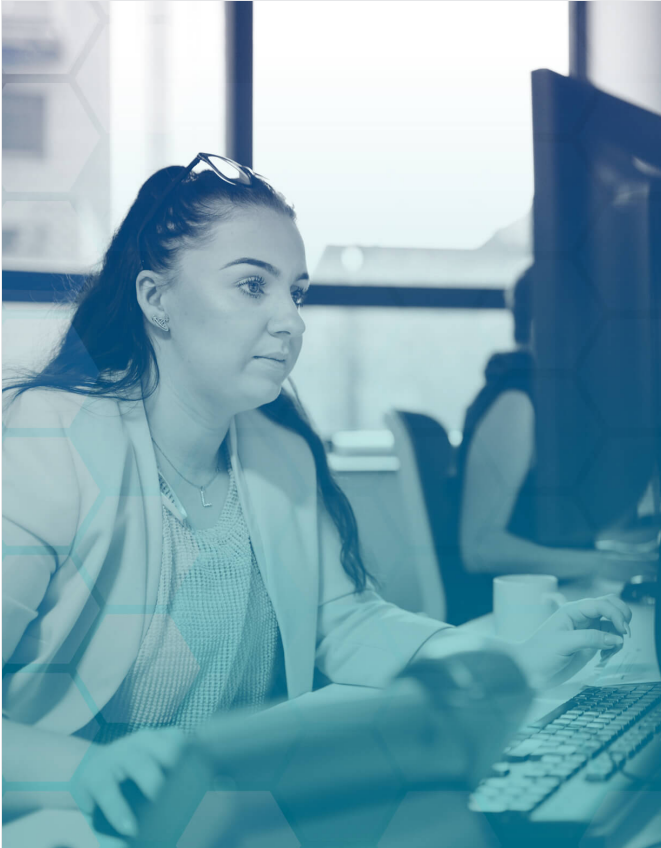
Overview

Apprenticeship: Infrastructure Technician

Qualification: Level 3

Duration: 18 months

The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity. They provide 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.



Type of job roles the programme is for

- Help Desk Technician
- First or Second Line Support
- IT Infrastructure Technician
- Network Support

Qualifications

- Apprentices must achieve one internationally recognised vendor or professional qualification.
- Functional Skills in Maths
- Functional Skills in English

Progression opportunities

- Digital & Technology Solutions Degree

Core competencies

- Communication
- IT security
- Remote infrastructure
- Data
- Problem solving
- Workflow management
- Health and safety
- Performance
- Correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)

Training Process

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- New learners are assessed by a Skills Coach to ensure their suitability for the programme.
- After this, they will complete an initial assessment and scoping to identify areas of improvement, and development goals for the apprenticeship.
- An apprenticeship induction is then held for new learners, where they will be introduced to the schedule of study.

Modules

Ongoing Skills Development Coach Support

1 - KM1 Networking and Architecture

- Classroom/Online: 12 days

2 - KM2 Mobile and Operating Systems

- Classroom/Online: 8 days

3 - KM3 Cloud Services

- Classroom/Online: 8 days

4 - KM4 Coding and Logic

- Classroom/Online: 8 days

5 - KM5 Business Processes

- Classroom/Online: 8 days

Gateway

- 12-15 months

Assessment

- 15-18 months
- Synoptic Project, Summative Portfolio, Employer Reference & Structured Interview

Pathway

Apprenticeship: Infrastructure Technician

There is a clear GC Education & Skills career pathway for the apprentice once they've completed the Level 3 Infrastructure Technician course.

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ICT Apprenticeship Routes

Level 3

Infrastructure Technician Level 3

IT Professional Level 3

Level 4

Software Developer Level 4