

INFORMATION COMMUNICATIONS TECHNICIAN

NETWORK TECHNICIAN APPRENTICESHIP - LEVEL 3

WHY YOU?

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations. 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.

DURATION: 21 months

ENTRY REQUIREMENTS: A minimum of three GCSE at grade C (grade 4) or above including Maths and English OR prior experience in an IT related role

TRAINING LOCATION: At Training 2000 or delivered online

JOB ROLES INCLUDE: 1st & 2nd line support telecoms technician, Communications technician, Maintenance support technician, IT support officer, Network support

OUR OFFER INCLUDES:

- Flexible delivery comprising of knowledge and tutorial workshops for one to one development and support
- One-to-one tutorials
- Access learning on e-portfolio
- Awarding body registration and certification
- Opportunities to develop real life workplace projects with employers
- Review visits

EMPLOYER BENEFITS:

- Highly skilled employees with globally recognised qualifications
- Engaged, knowledgeable and driven employees
- An excellent recruitment service to match your job role with the right applicant
- Regular reviews for behaviour, development and welfare of the learner

LEARNER BENEFITS:

- Motivated, challenged and engaged learners, linking knowledge to their job roles
- Excellent career advice and guidance
- Progression to Higher / Degree Apprenticeships and highly skilled roles
- An increase in potential earnings, working whilst studying

COURSE DETAILS

CORE OCCUPATION DUTIES

- Provide technical support to customers both internal and external through a range of communication channels
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools
- Interpret technical specifications relevant to the ICT task
- Apply the appropriate security policies to ICT tasks in line with organisational requirements
- Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues
- Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation and expectations
- Apply appropriate testing methodologies to hardware or software or cabling assets
- Practice guided continuous self learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development
- Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues
- Complete cabling tasks for example coaxial, copper, fibre or remotely.
- Administer mobile devices on a network
- Deliver network tasks prioritising security with a view to mitigating and defending against security risks
- Install and configure relevant software and physical or virtual hardware as appropriate for example: network devices, switches and routers

KNOWLEDGE

- 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)
- K24: Principles of OSI layers
- K25: Principles of cloud and network architecture (including Wi-Fi)
- K26: Principles of DNS / DHCP
- K27: Awareness of Cloud platforms, such as AWS, Azure, or GCP
- K28: Principles of LANs and WANs
- K29: Approaches to virtualisation of servers, applications, and networks
- K30: Principles of network protocols
- K31: Principles of API's and Web Services
- K32: The different types of cloud storage
- K33: Back up procedures and their importance
- K34: Principles of databases and migration
- K35: Key principles of Cloud Security and firewalls
- K36: Awareness of DevOps methodology and tools, such as Puppet, Chef, Git, Docker
- K38: awareness of the purpose of firewalls
- K39: different types of connectivity and cabling for example physical and remote
- K40: awareness of network protocols

SKILLS

- 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 resolve customer requirements
- S12: Maintain a safe working environment for own personal safety and others in line with Health & Safety appropriate to the task
- S19: Use a range of Cabling or Connectors equipment in line with technical requirements for example physically or remotely
- S20: Test and evaluate network environments
- S21: Monitor performance and usage of a network
- S22: Deploy applications on a network
- S23: Set up storage and data access for staff
- S24: Apply necessary security measures, in line with access requirements to a network
- S25: Carry out routine maintenance across network systems, ensuring organisational compliance
- S26: Monitor network-related workloads including DNS and firewalls
- S27: Install or undertake basic upgrades, either physically or remotely
- S28: Establish digital communication or telecommunications systems through, for example cabling and connecting equipment.

BEHAVIOURS

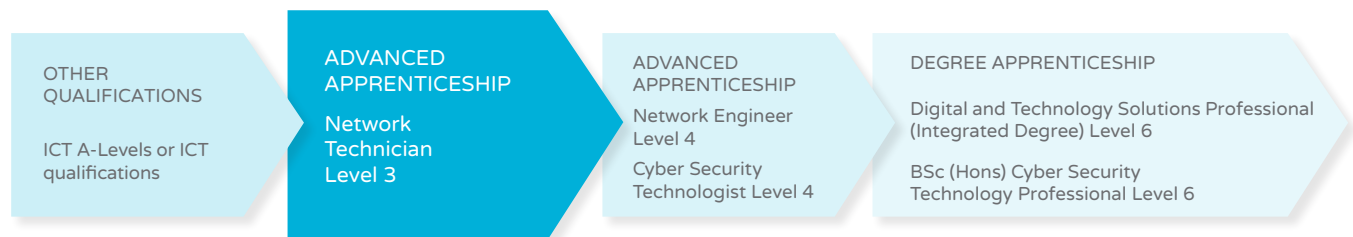
- B1: Works professionally, taking initiative as appropriate and acting with an ethical approach
- B2: Communicates technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders
- B3: Demonstrates a productive and organised approach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

END POINT ASSESSMENT (EPA)

The final, end point assessment is completed in the last few months of the apprenticeship. It is based on

- Professional discussion underpinned by portfolio - A professional discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the Knowledge, Skills and Behaviours mapped to this method.
- Project Report - The work-based project should be designed to ensure that the apprentice's work meets the needs of the business, is relevant to their role and allows the relevant Knowledge, Skills and Behaviours to be demonstrated for the EPA.
- Questioning - This assessment will take the form of questioning which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the Knowledge, Skills and Behaviours assigned to this assessment method.

YOUR TRAINING PATH



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