



## TECHNICAL SUPPORT TECHNICIAN APPRENTICESHIP

**Level:**

3

**Duration:**

Up to 4 years

**Entry requirements:**

A minimum of four GCSEs at grade C (4) or above including English, Maths, Science and Technology is desirable.  
Other equivalent qualifications are acceptable.

**Overview:**

Technical Support Technicians, work as part of a team to provide technical support and expertise for all areas of the Engineering and Manufacturing function including communications software, test, analysis tools, measurement, off line programming, process control, performance and continuous improvement solutions, capacity planning, production scheduling/planning, product technical applications and capability, technical sales and marketing support, product development and innovation, engineering drawing, purchasing and/or supply of goods or services for engineering activities, quality control, inspection and e-commerce technologies as required. The requirements are designed to offer stretch and progression. They will be able to work with minimum supervision, taking responsibility for the quality, accuracy and timely delivery of the work they undertake. They will be proactive in finding solutions to problems and identifying areas for improving the business.





## Aim:

- Level 3 Diploma in Advanced Manufacturing Engineering (Development Competence) – Technical Support
- Level 3 Diploma or Extended Diploma in Advanced Manufacturing Engineering (Development Knowledge)

## Where Can I Study?

Training 2000 Blackburn

Year 1 – full time at Training 2000 OR x6 four week blocks

Year 2 – 1 day per week

Year 3-4 – assessment in your workplace

## Any other useful Information:

### Specific Specialist Skills:

- produce technical documentation that contains all the relevant and necessary data and information required for the technical support activity being carried out
- understand the methods and techniques used to evaluate technical data and documentation
- understand how to identify that the data and documentation being used is current and up to date
- understand the procedure to be used for making changes to issued documentation
- understand where and how to source other areas of technical expertise/information to help solve technical problems
- understand the requirements of the customer (internal/external) and support using the appropriate tools, equipment and processes

### Specific Specialist Skills:

- produce technical documentation that contains all the relevant and necessary data and information required for the technical support activity being carried out
- present the technical documentation in the required format
- ensure that codes, symbols and other references used in the technical documentation follows agreed uk/international conventions
- save and store technical documentation in the correct format, location in accordance with organisational and/or customer requirements
- make any changes/amendments to the technical documentation using agreed quality assurance control procedures
- develop effective business and/or customer relationships
- provide technical advice and guidance to others
- contribute to the business by identifying possible opportunities for improving working practices, processes and/or procedures

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