

## TRAILBLAZER APPRENTICESHIP STANDARD

### OCCUPATION: Infrastructure Technician

Typical Job titles:	Help Desk Technician, first / second Line Support, IT Infrastructure Technician, Network Support
Duration:	12 months minimum
Level:	3

### Role Profile

An Infrastructure Technician provides support to internal and external customers, helping them to be productive when using technology to do their own jobs. The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.

### Entry Requirements

Individual employers will set the selection criteria, but this is likely to include five GCSEs, including English and Maths, although some employers will accept other relevant qualifications or experience, including a relevant Level ICT 2 ICT Apprenticeship

### Core Competencies

- Communication: works both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks.
- IT Security: Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation
- Remote Infrastructure: Effectively operates a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures
- Data: effectively records, analyses and communicates data at the appropriate level using the organisation's standard tools and processes and to all stakeholders within the responsibility of the position
- Problem solving: applies structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required
- Workflow management: works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation's reporting and quality systems
- Health and Safety: Interprets and follows IT legislation to securely and professional work productively in the work environment
- Performance: Optimises the performance of hardware, software and Network Systems and services in line with business requirements
- Troubleshooting: Applies structured approaches to troubleshooting and repairing infrastructure faults with the minimum of disruption

### Core Technical knowledge

Understands:

- the similarities and differences between a range of coding and logic
- and applies the basic elements and architecture of computer systems
- the similarities, differences and benefits of the current Operating Systems available

- how to operate remotely and how to deploy and securely integrate mobile devices
- the relevant networking skills necessary to maintain a secure network
- the similarities, differences and benefits of up-to-date hardware available
- maintenance processes and applies them in working practices
- the importance of disaster recovery and how a disaster recovery plan works and their role within it
- and responds to the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)
- and complies with business processes
- and applies Health & Safety policies to every day work
- where to apply the relevant numerical skills e.g Binary
- and working knowledge of Cloud and Cloud Services

Working knowledge of:

- a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment

Professional, interpersonal and business skills	Attributes and behaviours
<ul style="list-style-type: none"> <li>• An ability to communicate both in writing and orally</li> <li>• Effectively records, analyses and communicates data at the appropriate level using the organisation's standard tools and processes and to all stakeholders within the responsibility of the position</li> <li>• An ability to interpret written requirements and technical specification documents</li> <li>• Good problem solving and analytical skills</li> <li>• An ability to organise self effectively and work to tight deadlines</li> <li>• A proven capability to consistently prioritise and reach professional outcomes</li> <li>• Ability to learn new technologies independently</li> <li>• Good use of MS office skills</li> </ul>	<ul style="list-style-type: none"> <li>• Works both independently and as part of a team and following the organisations standards</li> <li>• Demonstrates strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks</li> <li>• Operates securely in line with organisational guidance, legislation and organisational software packages</li> <li>• behaves ethically and in a professional manner</li> <li>• Show an ability to perform professionally under pressure</li> </ul>

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.

### Vendor and Professional training and certification

All apprentices will achieve an industry defined knowledge award, which may include one recognised vendor or professional qualification as required by the individual employer, in advance of taking the assessment for their overall apprenticeship certificate

### Review

This standard will be reviewed in September 2015