

Digital Support Technician (Digital Services)

Apprenticeship Standard

Role/Occupation: Digital Services Technician

Level 3



Overview: A Digital Service Technician supports the external customers and clients of their organisation through a wide variety of digital channels. A DST helps them access and receive services and provides coaching and support to them in their use of the digital systems. A DST will support external customers and clients to complete and submit information remotely. They will help them to and diagnose and resolve problems in relation to their access to and use of the digital tools.

The broad purpose of a Digital Support Technician is to maximise the effective use of digital office technologies, productivity software and digital communications. These will include collaborative technologies and digital information systems.

In their daily work, Digital Support Technicians interact with a wide variety of internal or external users of digital systems. They will communicate through digital channels, by phone and/or face to face. Digital Support Technicians work under general direction, using discretion in identifying and dealing with complex issues. They receive clear instructions and have their work reviewed at frequent milestones and determine when issues should be escalated to a higher level. Digital Support Technicians interact with and influence others, having working level contact with colleagues or customers. They may supervise others or make decisions which impact the work assigned to others or to other phases of projects. A Digital Support Technician plans, schedules and monitors their own work within limited deadlines and according to relevant law, standards and procedures.

Digital Service Technicians help customers and clients register for and access data, products and services through online and digital channels. This can be as part of a sales or customers service process. They support and coach external users in their use of these digital systems. They diagnose and resolve external users; digital problems with accessing and using digital tools. A DST also advises on related hardware and software problems. They use software packages and tools such as collaborative technologies, to interface effectively with external end-users. They will use a variety of digital channels to maximise effective external user support and to resolve external end-user problems. A DST will use and maintain information systems such as Customer Relationship Management tools to manage service delivery, improve user experience and increase efficiency.

DURATION

The apprenticeship will typically take 18 months to complete.

ENTRY REQUIREMENTS

Entry requirements will be determined by individual employers, but typically an apprentice might be expected to already have GCSEs and/or other relevant qualifications.

QUALIFICATIONS

There are no mandatory qualifications for this apprenticeship standard.

ENGLISH & MATHS

Apprentices without Level 2 English or Maths will need to achieve this prior to taking their End Point Assessment. For those with an education, health and care plan or a legacy statement, the minimum English and Maths requirement is Entry Level 3. For those whose primary language is British Sign Language, BSL qualifications are an alternative to English qualifications.

LINK TO PROFESSIONAL REGISTRATION

This apprenticeship standard is designed to prepare successful apprentices to meet the requirements for registration as a Level 3 with **Register of IT Technicians**.

COMPETENCIES

Knowledge

Digital office automation technologies; how to use them to create, update, edit, manage and present data. The organisation's use of templates and their best working practice. How these tools can be used to collaborate with others

The importance of backing up data securely and the technologies that support it

Types of digital architecture and how it relates to their organisation. Physical storage versus cloud. Role of operating systems and servers

The principles, processes and procedures for secure handling of data in compliance with legislation

The concepts and fundamentals of data; searching, storing, integrating and organising data. How organisations use various types of data. The key features and functions of information systems. Data formats and their importance for analysis. Data entry and maintenance

The key principles and processes for diagnosing stakeholder's digital problems

Principles of a helpdesk system, including accessing and maintaining stakeholder information and the contribution of helpdesk system to the organisations performance and customer service

Approaches to risk mitigation for data loss including confidentiality, integrity and availability

Significance of an organisation's digital presence; how this is maintained and what products are used; how the brand is represented and safeguarded

Approaches to a range of communication channels and how to adapt to different audiences and situations

The principles and constraints of searching the internet and accessing information securely; Currency-Relevance-Authority-Accuracy-Purpose

Approaches to planning and organising own learning activities to maintain and develop digital skills (CPD)

Approaches to effective time management and prioritisation

Principles of continuous improvement within the context of the application and use of digital technologies and the benefits

Current and emerging digital technologies and the possible implications for work on a support desk including the impacts of digital technologies for climate change, sustainability and moving to net carbon zero

Approaches to assessing the impact of their actions on other stakeholders within a support desk environment

The components of databases and their use

Knowledge *(Continued)*

Approaches to stakeholder system configurations & how this impacts on providing technical support

The importance and security implications of updating and maintaining stakeholder systems

Approaches to minimising and communicating the impact of require technical procedures

Approaches to the training and support of stakeholders to make the best use of the organisation's digital systems

Skills

Use digital technologies, including collaborative tools, to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice to stakeholder system configurations & how this impacts on providing technical support

Use data accurately and securely to meet business requirements and in line with organisation procedures and legislation

Apply information security principles, for examples; information transfer, deletion, storage, usage and communications that may include using mobile devices

Provide an appropriate and effective response to enquiries, providing support and information utilising digital channels and in line with organisation protocols

Operate digital information systems, for example Management-Finance Human Resources, Bespoke departmental or organisational systems or databases

Communicate effectively through a variety of different channels using terminology appropriate to the audience

Use digital resources to extend own knowledge and skills relevant to their role

Risk assess the organisational impact of decisions that they take

Use digital systems to identify productivity and performance improvements

Use digital technologies to operate effectively as part of a team and with other stakeholders, enabling sharing of information and best practice

Maintain system security in line with organisational policies

Support customers in the use of information, products and services through digital channels

Diagnoses technical problems by identifying and applying tools and techniques to undertake fault finding, recording and rectification

Maintain end-user systems physically or remotely. For example, software, hardware or operating systems

Provide and direct end-users to tools and resources to help them to resolve their digital problems

Behaviours

Work independently and take responsibility to maintain productive and professional working environment with secure working practices

Use own initiative when implementing digital technologies and finding solutions to stakeholder's problems

Behaviours *(Continued)*

Professional approach to dealing with stakeholder's problems, systems to stakeholder system configurations and how this impacts on providing technical support

Self-motivated, for example takes responsibility to complete the job

Takes a sustainable mindset towards digital support activities ensuring climate change and the move to net carbon zero by 2050 is a consideration

ON-PROGRAMME DELIVERY

Each apprentice will be allocated a Coach to support ongoing learning and preparation for End Point Assessment. In addition Progress Reviews will take place regularly to ensure the apprentice is on track.

All apprentices will be invited to attend relevant workshops to support the development of their Knowledge, Skills and Behaviours and will have the opportunity to use an online technical training tool for additional KSB learning.

END POINT ASSESSMENT

The EPA will consist of two assessment methods:

1. Project report with presentation, questions and answers
2. Professional discussion underpinned by a portfolio

PROGRESSION

Please talk to us about progression from this Apprenticeship.

REALITY CHECK

- Time and support required from the employer to the apprentice during the apprenticeship to include: regular Performance Reviews, relevant off the job training and preparation for the final EPA
- Expectation of significant amounts of study/work from the apprentice in order to meet the requirements of the apprenticeship
- Employer has to be involved in the EPA and provide support and time to the apprentice in preparation for the EPA

COSTINGS

Maximum Funding Band: £13,000

The cost of the apprenticeship will be negotiated with you in line with Government guidelines.