IT SOLUTIONS TECHNICIAN LEVEL 3

An IT Solutions Technician applies a professional methodology or framework to gather and analyse requirements; to design, develop, diagnose and test, and implement IT solutions and to provide ongoing support both directly to end users and for the underlying IT services.

The specific tasks of projects undertaken vary depending on what needs to be achieved by the team at any particular time. Some tasks may be very technical, others may be more analytical, business or user focused

Based on the specialism in their role, they will also choose to undertake IT Hardware or IT Solutions activity's.

WHY CHOOSE INSPIRE ATA?
We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner's needs. Inspire ATA recruits and employs each apprentice on behalf of the "host" client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

TOTAL DURATION: 20 MONTHS

PRACTICAL PERIOD: 21 MONTHS

EPA PERIOD: 3 MONTHS

EPA ORGANISATION: BCS

ASSESSMENT METHOD: KNOWLEDGE TEST, PROJECT AND INTERVIEW

KNOWLEDGE, SKILLS AND BEHAVIOURS
THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- Applies a range of technical IT skills, including: demonstrating coding practices and standards; Configuration Management, changing system or application settings; system administration; setting up and upgrading components.

- Executes appropriate due diligence, including formal testing or validation

- Applies a professional methodology or framework in their work tasks.

- Understands the principles of Solution Architecture including the importance of re-use.

- Uses the main principals, features, differences and benefits of Waterfall and Agile type methodologies and the function of service management frameworks.

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KNOWLEDGE

- The key features of, and where to find, organisational requirements in relation to policies, standards, legislation, professional ethics, privacy and confidentiality.

- The main components of a computer system and their purpose, including servers, end-user computers, and mobile devices (both physical and virtual), user interfaces, CPUs, storage and connectivity.

- The different types of network devices, routers and network switches, their relationship to the stack model and the use of firewalls

- Why testing is necessary, the need for both functional and non-functional testing, the different types of testing available, including unit testing, integration testing, user acceptance testing and performance testing.

- The main trends in emerging technologies – including the Internet of Things (IoT), artificial intelligence, and automation - and the potential implications for digital activities

- Planning and delivery within their role and how this contributes to the wider team and the organisation.

SKILLS

- Operates in line with organisational polices, standards, legislation, security requirements, professional ethics, privacy and confidentiality; and understands escalation policies.

- Diagnoses and understands client requirements and problems using sound analytical and problem solving skills

- Communicates effectively in a variety of situations including formal and informally both within their team and externally.

- Applies a range of technical IT skills, including: accessing remote systems; file manipulation; file editing, changing system or application settings; system administration; setting up and upgrading components (infrastructure or software);

- Operates securely across all their areas of responsibility.

- Creates and maintains documentation in accordance with best practice, organisational guidance and legislation.

BEHAVIOURS

- Works professionally and independently, taking responsibility and initiative as appropriate.

- Learn from your mistakes and demonstrate how you have developed since making them.

- Demonstrates a productive and organised approach to their work.

- Works effectively with customers, clients and users

- Work in a safe manner and listen to instructions carefully.

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