

# INFORMATION COMMUNICATIONS TECHNICIAN LEVEL 3

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.

The occupation includes contributing to the preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability.

## 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:** 16 MONTHS

**PRACTICAL PERIOD:** 13 MONTHS

**EPA PERIOD:** 3 MONTHS

**EPA ORGANISATION:** BCS

**ASSESSMENT METHOD:** PROFESSIONAL  
DISCUSSION, PORTFOLIO  
AND PROJECT

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

- The Information Communications Technician makes their contribution through the application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.
- Interpret technical specifications relevant to the ICT task
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools.
- Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues.



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## KNOWLEDGE

- Approaches to back up and storage solutions
- Basic elements of technical documentation and its interpretation
- Principles of root cause problem solving using fault diagnostics for troubleshooting
- Principles of basic network addressing for example binary
- Basic awareness of the principles of cloud and cloud-based services
- Fundamental principles of virtual networks and components
- Principles of cultural awareness and how diversity impacts on delivery of support tasks.
- Methods of communication including level of technical terminology to use to technical and non-technical stakeholders.

## SKILLS

- Interpret and prioritise internal or external customer's requirements in line with organisation's policy.
- Apply the appropriate tools and techniques to undertake fault finding and rectification.
- Apply Continuous Professional Development to support necessary business output and technical developments.
- Operate safely and securely across platforms and responsibilities maintaining the security of personal data of internal and external stakeholders.
- Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation where appropriate.
- Develop and maintain effective working relationships with colleagues, customers and other relevant stakeholders.

## BEHAVIOURS

- Works professionally, taking initiative as appropriate and acting with an ethical approach.
- Communicates technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders.
- Demonstrates a productive and organised approach to their work.

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