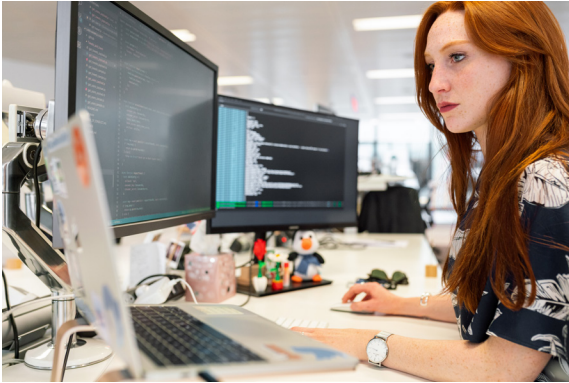


## Digital Support Technician



### Our Approach

At Oxford Applied Training we want to support your business strategy by helping you to access Government funded training. We have developed a blended learning approach that makes full use of technology to minimise the disruption of day-to-day business activities while maintaining substantial human contact to ensure consistent quality of the user experience and support.

The Level 3 qualifications for Digital Support Technicians have been developed for apprentices wishing to develop their careers in the field of digital technical support. The two pathways available are Digital Application Technician and Digital Service Technician. The digital application pathway focusses on working with internal customers to maximise productivity through effective use of digital technology. The digital support pathway focusses on helping external customers in the effective use and access of digital systems.

### Who is it For?

Typical roles associated with Digital application Technicians are: Data /Database Administrator, Digital Coach, ICT Support Analyst, Digital Transformation associate, digital Champion.





Typical roles associated with Digital Service Technician are: Digital service Agent/Advisor, Service Centre Operator, Operations Technical Specialist Digital Support Professional

### Responsibilities

Digital support technicians are trained to maximise an organisations' effective use of digital office technologies, digital communications (including collaborative technologies) productivity software and digital information systems and to achieve its' objectives.

### 20% Off the Job

Off the job training is defined as learning which is undertaken outside of your normal day to day responsibilities and contributes towards the achievement of your apprenticeship standard.

|                                                                                                                                           |                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Duration</b><br/><b>15 Months</b></p>            |  <p><b>Professional Links</b><br/><b>BCS</b></p>                |
|  <p><b>Qualification Level</b><br/><b>Level 3</b></p> |  <p><b>Requirements</b><br/><b>FS Maths &amp; English</b></p> |

### Funding

Up to 90% of the cost of this programme can be funded from your levy. For non-levy paying SMEs the government can fund up to 95% of the costs, subject to certain conditions. An expert OAT consultant will guide you through the most advantageous funding options before the programme starts.

### Why BCS?

BCS is the only royal chartered professional body in the UK dedicated to setting and promoting the highest standards in professional competence, conduct and practice within the IT industry. With a member community of 68 000 BCS gives IT professionals a network to help raise standards of competence and conduct, creating a diverse and sustainable IT profession with opportunities for development and progression at every step through professional registration, qualifications and frameworks.

Download the full details for Digital Support Technician at [www.oxfordappliedtraining.co.uk/DSTdownload](http://www.oxfordappliedtraining.co.uk/DSTdownload)



Digital Support Technician - Online Delivery Model

