

Infrastructure Technician: Level 3



Overview

An Infrastructure Technician provides support to internal and external customers, helping them to be productive when using technology, by using tools to problem solve and trouble shoot non routine problems. The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity. Typical job roles include: Help Desk Technician, First or Second Line Support, IT Infrastructure Technician, and Network Support.

Technical Knowledge & Understanding

- Working knowledge of cabling and connectivity
- Understands maintenance processes and how to apply them in working practice
- Understands the basic elements and architecture of computer systems
- Understands where to apply the relevant numerical skills e.g. Binary
- Understand the networking skills to maintain a secure network
- Understands the differences and benefits of current operating systems available
- Understands how to operate remotely and securely integrate mobile devices
- Understands the working knowledge of the Cloud and Cloud Services
- Understands a disaster recovery plan and their role within it
- Understands coding and logic
- Understands and complies with business processes
- Working knowledge of business IT skills relevant to the organisation

Underpinning Skills, Attitudes & Behaviours

- “ Logical and creative thinking skills
- “ Analytical and problem-solving skills
- “ Ability to work independently and to take responsibility
- “ Can use own initiative
- “ A thorough and organised approach
- “ Ability to work with a range of internal and external people
- “ Ability to communicate effectively in a variety of situations

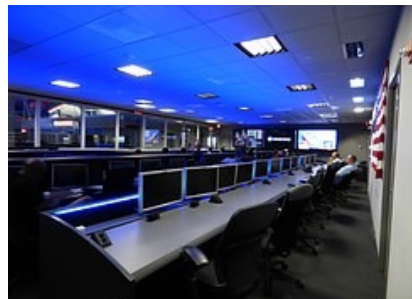
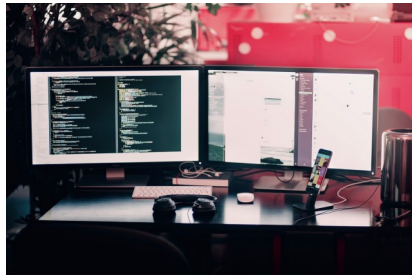
Qualifications

Apprentices must achieve a qualification in the following modules:

- Networking and Architecture;
- Mobile and Operating Systems;
- Cloud Services
- Coding and Logic
- Business Processes

An End Point Assessment will also be taken after a minimum of 12 months, consisting of a Portfolio, Project, a reference from the employer and an interview.

**For further information about the Apprenticeships we offer
call our team on 01908 366258 or email info@devu.co.uk**



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