

INFRASTRUCTURE TECHNICIAN

An Infrastructure Technician provides support to internal and external customers, helping them to be productive when using technology to do their own jobs, 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.

Course Overview

Technical Competencies

- **Communication:** works both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks.
- **IT Security:** Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation
- **Remote Infrastructure:** Effectively operates a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures
- **Data:** effectively records, analyses and communicates data at the appropriate level using the organisation's standard tools and processes and to all stakeholders within the responsibility of the position
- **Problem Solving:** applies structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required
- **Workflow management:** works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation's reporting and quality systems
- **Health and Safety:** Interprets and follows IT legislation to securely and professional work

Course code
AS3 IST

Award on successful completion
Apprenticeship Standard
Infrastructure Technician

Study type
Day Release

Block Weeks for Maths
& English Functional Skills
if required

Level
3

Start date
N/A

Duration
18 Months (This does not
include your End Point
Assessment)

Fees
£15,000 (16-18 years old =
fully funded by government.
19+ years old 5% (£750)
employer contribution to
training)

Location
Worcester campus

productively in the work environment

- Performance: Optimises the performance of hardware, software and Network Systems and services in line with business requirements
- Can explain the correct processes associated with WEEE

Technical Knowledge and Understanding

- Working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment
- Understands maintenance processes and applies them in working practices
- Understands and applies the basic elements and architecture of computer systems
- Understands where to apply the relevant numerical skills e.g Binary
- Understands the relevant networking skills necessary to maintain a secure network
- Understands the similarities, differences and benefits of the current Operating Systems available
- Understands how to operate remotely and how to deploy and securely integrate mobile devices
- Understanding and working knowledge of Cloud and Cloud Services
- Understands the importance of disaster recovery and how a disaster recovery plan works and their role within it
- Understands the similarities and differences between a range of coding and logic
- • Understands and complies with business processes
- Working knowledge of business IT skills relevant to the organisation

Underpinning Skills, Attitudes and 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
- Maintain productive, professional and secure working environment

Entry requirements

Maths & English GCSE Grade 4 and above.

An IT GCSE or equivalent would be advantageous.

Methods of assessment

Summative Portfolio

In the summative portfolio apprentices present evidence from real-work projects, illustrating the application of all the knowledge, skills and behaviours set out in the standard.

The evidence contained in the portfolio will comprise a small number of complete and/or discrete pieces of work which, together, cover the totality of the Standard. It will showcase their very best work, enabling them to demonstrate how they have applied their knowledge and understanding in a real-work environment to achieve real-work objectives.

Synoptic Project

The synoptic project presents evidence from a business-related project testing the application of a selection of the knowledge, skills and behaviours defined in the standard. Each project will specify which selection of knowledge, skills and behaviours it is designed to test.

The project is designed to assess apprentices in a consistent way, irrespective of their workplace and their role within their company. Generally, the project will take 5 working days to complete and must therefore be completed outside of day-to-day work pressures.

Employer Reference

The employer will provide a reference setting out their views of the quality of the apprentice's work.

The Assessment Organisation will provide guidance and a simple template seeking employers' comments against the grading minimum standards, criteria and dimensions.

The employer will not be asked to grade or provide a rating, as they do not have the comparative experience or evidence.

Interview

The interview is a structured discussion between the apprentice and their independent assessor, focusing on the summative portfolio and the synoptic project, with reference to the employer reference as appropriate.

It covers both what the apprentice has done in terms of the standard of their work, and how they have done it.