



Infrastructure Technician Apprenticeship

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 troubleshoot non-routine problems.

Level: 3

Duration: 20 months

Campus: Aireville Campus

Awarding Body: City & Guilds

Overview

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 could include: Help Desk Technician, First or Second Line Support, IT Infrastructure Technician, Network Support.

Modules

- Knowledge & Understanding
- Cabling & Connectivity
- Maintenance Processes
- Elements & Architecture of Computer Systems
- Numerical Skills e.g Binary
- Networking Skills Necessary to Maintain a Secure Network

- Operating Systems
- How to Operate Remotely & How to Deploy and Securely Integrate Mobile Devices
- Working Knowledge of Cloud & Cloud Services
- Disaster Recovery & How a Disaster Recovery Plan Works
- Coding & Logic
- Business Processes
- Business IT Skills Relevant to the Organisation

Entry Requirements

- Employment within the industry
- 3 GCSEs grade 9-4 including English & Maths
- Level 2 in IT subject

Career Progression

- Help Desk Technician
- First or Second Line Support
- IT Infrastructure Technician
- Network Support

Equipment Info

Struggling to find an employer – don't worry!

Join our Apprenticeship Access Academy and join a full-time course until you find one. We'll even give you the heads up when a suitable vacancy comes up. Plus, we will support you to improve your employability skills.

Want to know more? Speak to the Apprenticeship Team now on 01756 693 681 and we will do our best to get you started in your dream job.