INFRASTRUCTURE TECHNICIAN LEVEL 3

THE FACTS

The full cost	£13,000
Employer cost	£0 - £1,300
Employer incentive	£0 - £1,000
Duration	20 months
Attendance	Classroom & Workplace
Start dates	Roll on roll off
Wages	£3.70 min.

Delivery Model
Assessment and qualications will be carried out in the workplace and at College.

OVERVIEW

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.

Typical job roles could include: Help Desk Technician, First or Second Line Support, IT Infrastructure Technician, Network Support

Entry Requirements

- Ideally candidates will have GCSEs grade 9-4 (A*-C) in English, maths and Science or Technology

Technical Competencies

- Communication
- IT Security
- Remote Infrastructure
- Data
- Problem solving
- Workflow management
- Health & Safety
- Performance
- Processes associated with WEEE

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

Skills, Attitudes & Behaviours

- Logical & creative thinking skills
- Analytical & problem solving skills
- Ability to work independently & to take responsibility
- Can use own initiative
- A thorough & organised approach
- Ability to work with a range of internal & external people
- Ability to communicate effectively in a variety of situations
- Maintain productive, professional & secure working environment