

IT Infrastructure Technician (Level 3)

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business
development
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college

This course relates to developing the knowledge, skills and behaviours required to effectively manage a computer network and peripheral devices within an organisation.

Why study this course?

- Do you want to progress in IT/networking role and gain a high salary?
- Is there a requirement for you to help your organisation improve its computer network facilities?
- Do you currently have a role that would allow you to develop the skills and knowledge within this qualification?
- Do you currently work in a computer network maintenance role but are not yet qualified?

Who is the course aimed at?

- The course is aimed at employees aspiring or who are required by the organisation to take on a role that relates to managing a computer network and peripheral devices
- In order to complete the competency elements of the course the you would need to have some involvement in the computer network within your current role

What you will study

- Maintenance processes and troubleshooting using digital tools and techniques
- How to record, analyse and present data
- Problem solving and how to manage workflow
- A knowledge of cabling and connectivity
- The architecture of computer systems
- An understanding of the differences in coding and logic
- Written and spoken communication skill

Knowledge and Skills you will develop

- Working knowledge of a range of cabling and connectivity, antennas wireless systems and it test equipment
- Maintenance processes
- Basic elements and architecture of computer systems
- Secure networking skills | operating systems
- Remotely operation and mobile devices
- Cloud services
- Disaster recovery systems
- Coding and logic
- Testing methodologies and troubleshooting and analyses problems
- Workflow management
- Health and safety
- Optimising the performance of hardware, software and network systems
- Business processes and it skills
- Accordance with organisations policies and procedures
- Data management using standard tools and processes

Behaviours you will develop

- Logical and creative thinking skills
- Analytical and problem solving skills
- Work independently and on own initiative
- Organisational skills
- Working with stakeholders
- Effective communication
- Maintain productive, professional and secure working environment

Entry requirements

- Candidates will usually have 5 GCSEs at grade A* to C (or equivalent) - including English and maths
- Candidates will usually have studied at intermediate level (Level 2). An initial assessment of maths and English will be carried out prior to enrolment.

How long will it last?

18 months

How will it be delivered?

- Knowledge requirements include completion of a recognised modules or vendor/professional qualification which will be delivered via class attendance at college during evenings or on day release
- The competency requirements will largely be delivered within the workplace, via directed distance learning, regular assessor one to one tutorials and some evening classes

Qualifications gained

- Knowledge modules or vendor/professional qualification certificate and award of completion of the apprenticeship standard

Progression to further study

- On successful completion there will be opportunities to progress to level 4 Computing and IT qualifications or a higher apprenticeship and specialist sector qualifications e.g. CCNA, MTA, ITIL, Prince2
- You will be apply to apply for register of IT technicians confirming SFIA Membership

Further details

Further details on this standard can be found at

www.instituteforapprenticeships.org/apprenticeship-standards/infrastructure-technician/

Who to contact

Please use any of the contacts listed below who can help with any enquiry you have about this course:

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You can also contact our Business Development Team on 01704 392817 or email employer@southport.ac.uk for more information about apprenticeships, funding and training

Apprenticeships at Southport College