



DIGITAL SUPPORT TECHNICIAN

Key information

Reference: ST0120

Version: 1.1

Level: 3

Typical duration to gateway: 15 months

Typical EPA period: 3 months

Maximum funding: £13000

Route: Digital

Date updated: 26/08/2022

Approved for delivery: 11 April 2019

Lars code: 439

EQA provider: Ofqual

This apprenticeship has options. This document is currently showing the following option:

All



Details of the occupational standard

Occupation summary

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations. Organisations of all types are increasingly applying digital technologies across all their business functions to maximise productivity. The demand for people who can support and implement these digital operations and digital change projects is increasing. Organisations of all types are increasingly supporting their service users through online and digital channels. Organisations are developing omni-channel approaches to meeting customer needs to deflect telephone and face-to-face contacts and so reduce costs.

The broad purpose of a Digital Support Technician is to maximise the effective use of digital office technologies, productivity software and digital communications. These will include collaborative technologies, and digital information systems.

A Digital Support Technician will select one of the following two options.

A Digital Applications Technician (DAT) helps their organisation and its internal users to maximise the use of digital technologies. They help organisations adapt to and exploit changes in technology to meet objectives and maximise efficiency. They ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems.

A Digital Service Technician (DST) supports external customers and clients through a wide variety of digital channels. A DST helps them access and receive services and provides coaching and

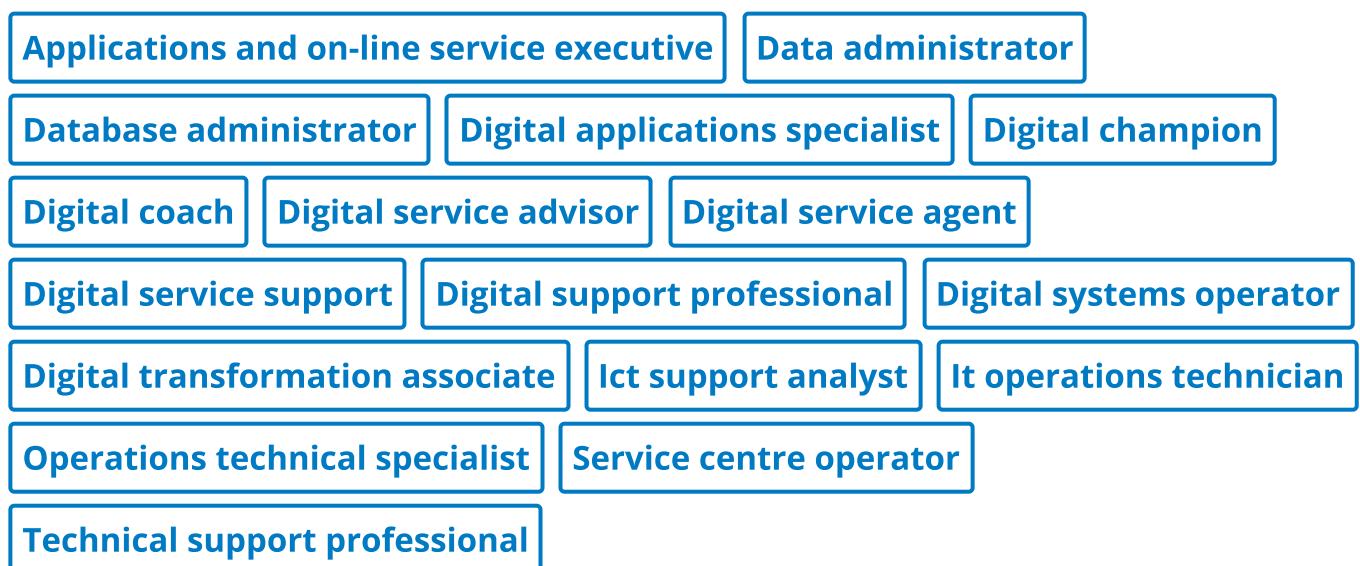
support to them in their use of the digital systems. A DST will support external customers and clients to complete and submit data remotely. They will help them to diagnose and resolve problems with their access to and use of digital tools.

In their daily work, Digital Support Technicians interact with a wide variety of internal or external users of digital systems. They will communicate through digital channels, by phone and/or face to face. Digital Support Technicians work under general direction, using discretion in identifying and dealing with complex issues. They receive clear instructions and have their work reviewed at frequent milestones and determine when issues should be escalated to a higher level. Digital Support Technicians interact with and influence others, having working level contact with colleagues or customers. They may supervise others or make decisions which impact the work assigned to others or to other phases of projects. A Digital Support Technician plans, schedules and monitors their own work within limited deadlines and according to relevant law, standards and procedures.

Digital Applications Technicians (DAT) devise digital productivity solutions and roll them out in the organisation. They work as digital champions, training and supporting colleagues to make the best use of digital tools and diagnose problems. They provide internal end-user application support. The DAT may also assist with digital operations and digital change projects.

Digital Service Technicians (DST) help customers and clients register for and access data, products and services through online and digital channels. This can be as part of a sales or customer service process. They support and coach external users in their use of these digital systems. They diagnose and resolve external users' digital problems with accessing and using digital tools. A DST also advises on related hardware and software problems. They use software packages and tools such as collaborative technologies, to interface effectively with external end-users. They will use a variety of digital channels to maximise effective external user support and to resolve external end-user problems. A DST will use and maintain information systems such as Customer Relationship Management tools to manage service delivery, improve user experience and increase efficiency.

Typical job titles include:



Core occupation duties

DUTY	KSBS
Duty 1 Provide technical support to customers through a range of communication channels	K1 K6 K8 K10 K13 S1 S4 B1 B2
Duty 2 Manage their time, prioritising their digital support workflow to meet critical milestones	K13 S2 S9 S10 B1 B4
Duty 3 Apply relevant policies and legislation appropriate to their role, and follow appropriate escalation procedures	K4 S3 S4 S8 B1
Duty 4 Undertake basic data analysis utilising appropriate digital technologies	K5 S2 S5
Duty 5 Maintain security of data by applying the appropriate policies and complying with legislation	K3 K4 K8 K11 S3 S11 B1
Duty 6 Support continuous improvement activity within the organisation	K7 K9 K14 S9 B5
Duty 7 Resolve digital issues using the appropriate tools and technologies	S4 S5 B2
Duty 8 Collaborate with stakeholders to manage expectations, escalating as appropriate	K2 K9 K16 S1 S8 B3
Duty 9 Take responsibility for own continuous professional development (CPD) by keeping up to date with technological developments	K11 K12 K15 S7

Duty 10 Document actions to ensure a clear audit trail and progression of issues	K5 K14
	S5 S6 S11
	B4

Option duties

Digital Applications Technician (DAT) duties

DUTY	KSBS
Duty 11 Take appropriate action when application problems are identified	K17
	S13
	B1 B3
Duty 12 Support application users, advising on how to optimise productivity	K17 K18 K20
	S12 S15
	B2
Duty 13 Provide application training to users as required	K17 K19 K21
	S14
	B1 B4
Duty 14 Source information to support, advise or guide as appropriate to the audience	K17 K18 K19 K21
	S14 S15
	B3 B4

Digital Service Technician (DST) duties

DUTY	KSBS
Duty 15 Determine the root cause of technical issues to identify the potential solutions	K22 K25 S17 B1 B3
Duty 16 Take appropriate action when technical problems are identified	K22 K25 K26 S17 S19 B2
Duty 17 Configure a range of digital devices or systems to meet user needs	K23 K24 S18 B1 B4
Duty 18 Communicate technical concepts or solutions using appropriate language for the audience	K24 K25 K26 S16 S19 B3 B4

KSBS

Knowledge

K1: digital office automation technologies; • how to use them to create, update, edit, manage, and present data• the organisation’s use of templates and their best working practice• how these tools can be used to collaborate with others

K2: types of digital architecture and how it relates to their organisation;• physical storage versus cloud• role of operating systems and servers

K3: the importance of backing up data securely and the technologies that support it.

K4: the principles, processes and procedures for the secure handling of data in compliance with legislation.

K5: the concepts and fundamentals of data;• searching, storing, integrating, and organising data• how organisations use various types of data• the key features and functions of information systems• data formats and their importance for analysis• data entry and maintenance

K6: the key principles and processes for diagnosing stakeholder’s digital problems.

K7: principles of a helpdesk system, including accessing and maintaining stakeholder information and the contribution of helpdesk system to the organisations performance and customer service.

K8: approaches to risk mitigation for data loss including confidentiality, integrity and availability

K9: significance of an organisation's digital presence; how this is maintained and what products are used · how the brand is represented and safeguarded

K10: approaches to a range of communication channels and how to adapt to different audiences and situations.

K11: the principles and constraints of searching the internet and accessing information securely · Currency- Relevance- Authority- Accuracy- Purpose

K12: approaches to planning and organising own learning activities to maintain and develop digital skills (CPD).

K13: approaches to effective time management and prioritisation

K14: principles of continuous improvement within the context of the application and use of digital technologies and the benefits

K15: current and emerging digital technologies and the possible implications for work on a support desk including the impacts of digital technologies for climate change, sustainability and moving to net carbon zero

K16: approaches to assessing the impact of their actions on other stakeholders within a support desk environment

K17: principles of productivity software applications used to create, update, edit, manage, and present data and information including how to support stakeholders in their use.

K18: the features and benefits of digital information systems and how these are used to maintain application support.

K19: working practices for the productive use and administration of stakeholder's applications.

K20: organisational approaches to incorporating different digital applications across business functions and the implications for their stakeholders.

K21: approaches to the training and support of stakeholders to make the best use of the organisation's applications.

K22: the components of databases and their use

K23: approaches to stakeholder system configurations and how this impacts on providing technical support

K24: the importance and security implications of updating and maintaining stakeholders systems.

K25: approaches to minimising and communicating the impact of required technical procedures.

K26: approaches to the training and support of stakeholders to make the best use of the organisation's digital systems.

Skills

S1: use digital technologies, including collaborative tools, to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice.

- S2:** use data accurately and securely to meet business requirements and in line with organisational procedures and legislation.
- S3:** apply information security principles, for example: information transfer, deletion, storage, usage and communications that may include using mobile devices.
- S4:** provide an appropriate and effective response to enquiries, providing support and information utilising digital channels and in line with organisation protocols
- S5:** operate digital information systems, for example• Management- Finance Human Resources• Bespoke departmental or organisational systems or databases
- S6:** communicate effectively through a variety of different channels using terminology appropriate to the audience
- S7:** use digital resources to extend own knowledge and skills relevant to their role
- S8:** risk assess the organisational impact of decisions that they take
- S9:** use digital systems to identify productivity and performance improvements
- S10:** use digital technologies to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice
- S11:** maintain system security in line with organisational policies.
- S12:** support digital operations or digital change and transformation activities.
- S13:** investigate application problems and enable resolution to maintain productivity and improve quality of service.
- S14:** coach and guide stakeholders to develop their applications skills to use digital systems effectively.
- S15:** monitor data to analyse systems use and provide insights to recommend use or applications developments.
- S16:** support customers in the use of information, products and services through digital channels.
- S17:** diagnoses technical problems by identifying and applying tools and techniques to undertake fault finding, recording and rectification.
- S18:** maintain end-user systems physically or remotely. For example: software, hardware or operating systems
- S19:** provide and direct end-users to tools and resources to help them to resolve their digital problems.

Behaviours

- B1:** work independently and take responsibility to maintain productive and professional working environment with secure working practices.

B2: use own initiative when implementing digital technologies and finding solutions to stakeholder's problems.

B3: professional approach to dealing with stakeholder's problems.

B4: self-motivated for example: takes responsibility to complete the job.

B5: takes a sustainable mindset towards digital support activities ensuring climate change and the move to net carbon zero by 2050 is a consideration

Qualifications

English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Professional recognition

This standard aligns with the following professional recognition:

- Register of IT Technicians for Level 3

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	Standard, end-point assessment plan and funding revised	01/08/2022	Not set	Not set
1.0	Approved for delivery	11/04/2019	31/07/2022	Not set

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