

INFORMATION COMMUNICATIONS TECHNICIAN LEVEL 3

The broad purpose of the ICT occupation is to deliver efficient operation and control of the IT and/or Telecommunications infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or to end-users provisioned as cloud services that is required to deliver and support the information systems needs of an organisation.

The occupation includes contributing to the preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability.

WHY CHOOSE LMP EDUCATION?

Our training offer is aimed to be vibrant and engaging. We deliver a wide range of training programmes, through our blended learning approach which is individualised to each learners needs. Our portfolio of courses is always broadening to keep up with needs of employers and learners alike. Our recent Ofsted inspection, in March 2020, found us to be 'Good' across all judgment areas with effective safeguarding.

TOTAL DURATION: 27 MONTHS*

PRACTICAL PERIOD: 21 MONTHS

EPA PERIOD: 6 MONTHS

TOTAL COST: £15,000

EPA ORGANISATION: BCS

ASSESSMENT METHOD: PORTFOLIO

*Based on a 52 week contract at a minimum of 30 hours a week.

KNOWLEDGE, SKILLS AND BEHAVIOURS THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- The Information Communications Technician makes their contribution through the application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.
- Interpret technical specifications relevant to the ICT task
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools
- Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues



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TRAINING PROVIDER

KNOWLEDGE, SKILLS AND BEHAVIOURS

KNOWLEDGE

- Approaches to back up and storage solutions
- Basic elements of technical documentation and its interpretation
- Principles of root cause problem solving using fault diagnostics for troubleshooting
- Principles of basic network addressing for example binary
- Basic awareness of the principles of cloud and cloud-based services
- Fundamental principles of virtual networks and components
- Principles of cultural awareness and how diversity impacts on delivery of support tasks.
- Methods of communication including level of technical terminology to use to technical and non-technical stakeholders

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SKILLS

- Interpret and prioritise internal or external customer's requirements in line with organisation's policy
- Apply the appropriate tools and techniques to undertake fault finding and rectification
- Apply Continuous Professional Development to support necessary business output and technical developments
- Operate safely and securely across platforms and responsibilities maintaining the security of personal data of internal and external stakeholders
- Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation where appropriate
- Develop and maintain effective working relationships with colleagues, customers and other relevant stakeholders

BEHAVIOURS

- Works professionally, taking initiative as appropriate and acting with an ethical approach
- Communicates technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders
- Demonstrates a productive and organised approach to their work