



Infrastructure Technician Apprenticeship Level 3

Flexible and Blended
Training Solutions

96% Apprentice
Satisfaction

Progression
Opportunities



Infrastructure Technician Apprenticeship Standard

The main purpose of an Infrastructure Technician is to provide 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.

The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisation's productivity.

Entry Requirements

This apprenticeship is for new and existing employees in technical support roles. There are no particular pre-requisite entry requirements, but delegates do need to be capable of completing the programme and committed to doing so.

Maths and English

Apprentices achieve their Level 2 English and Maths qualification as part of their apprenticeship.

End Point Assessment (EPA)

Knowledge, skills and behaviours will be tested by an independent End Point Assessor, who will be appointed by your employer. Prior to your EPA, you will attend a Gateway Meeting with your employer, GPSTL Skills Coach and your mentor/supervisor/manager, who will review your progress and confirm that all of the requirements of your apprenticeship have been met. You will then be referred for EPA. The EPA will take the form of a summative

portfolio, synoptic project, employer reference and interview and will be organised at a time and date convenient to both yourself and your employer. The vendor and module certifications, Self-Assessment and Level 2 Maths and English must be complete prior to the EPA taking place.

The outcome of your EPA test will be graded either Pass/Merit/Distinction/Fail





Main Qualification Structure

Skills	Content
Communication	Works both independently and as part of a team and following the organisation's standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks.
IT Security	Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance and legislation.
Remote Infrastructure	Effectively operates a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures.
Data	Effectively records, analyses and communicates data at the appropriate level using the organisation's standard tools and processes, and to all stakeholders within the responsibility of the position.
Problem Solving	Applies structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required.
Workflow Management	Works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation's reporting and quality systems.
Health and Safety	Interprets and follows IT legislation to securely and professional work productively in the work environment. Understands and applies Health & Safety policies to every day work.
Performance	Optimises the performance of hardware, software and Network Systems and services in line with business requirements.
WEEE	Understands and responds to the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive).

Underpinning Skills, Attitudes and Behaviours

Logical and creative thinking skills

Analytical and problem solving skills

Ability to work independently and to take responsibility

Can use own initiative

A thorough and organised approach

Ability to work with a range of internal and external people

Ability to communicate effectively in a variety of situations

Maintain a productive, professional and secure working environment

Knowledge Modules

Module	Content	Certificated via
1 – Networking and Architecture	Working knowledge of: a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment	MTA Networking Fundamentals*
	Understands maintenance processes and applies them in working practices	
	Understands and applies the basic elements and architecture of computer systems and business IT architecture	
	Understands where to apply the relevant numerical skills e.g. Binary	
	Understands the relevant networking skills necessary to maintain a secure network	
2 – Mobile and Operating Systems	Understands the similarities, differences and benefits of the current Operating Systems available	MTA Mobility and Devices Fundamentals*
	Understands how to operate remotely and how to deploy and securely integrate mobile devices	
3 – Cloud Services	Understanding and working knowledge of Cloud and Cloud Services	MTA Cloud Fundamentals*
	Understands the importance of disaster recovery and how a disaster recovery plan works and their role within it	
4 – Coding and Logic	Understands the similarities and differences between a range of coding and logic	BCS Level 3 Award in Coding and Logic
5 – Business Processes	Understands and complies with business processes	BCS Level 3 Award in Business Processes
	Working knowledge of business IT skills relevant to the organisation	

* Alternative vendor qualification opportunities can be chosen. For example, and depending on the Apprentice's current level of knowledge: CompTIA A+, CompTIA Network+, CompTIA Security+, Cisco ICND1 and ICND2 (CCNA).



Duration

Typically this apprenticeship will take 12-15 months.

Typical Job Roles

The content is applicable to a variety of roles, including:

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

Progression

The content of the qualification links with the knowledge and skills required for the Network Engineer apprenticeship standard.

Upon completion, apprentices can enter Network Engineering pathways including; network engineering, network administration and network security.

Modules and vendor qualifications can also be a basis for continuing professional development in the apprentice's chosen field.

Qualifications

Knowledge modules are certified by BCS – The Chartered Institute for IT. Microsoft Technology Associate (MTA) qualifications are certified by Microsoft and are delivered by GPSTL under our Silver learning partner status. Where chosen, Cisco certified qualifications are delivered by GPSTL under our learning partner status.

Level

This is a Level 3 apprenticeship.

Find Out More

Visit our website for more information about our apprenticeship programmes:
www.gpstl-apprenticeships.co.uk

Still Confused?

Contact our expert team today for more information on this apprenticeship:

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