Level 3 apprenticeship standard
Infrastructure Technician

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 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 organisation's productivity.

An Infrastructure Technician will typically be working as part of a team, in which they will have responsibility for some of the straightforward elements of IT support. They will normally report to an

Why choose Code?

Code work with leading partners in the digital sector, including vendor relationships with Microsoft, Cisco, and HP alongside education partnerships with universities and colleges.

With the digital sector predicted to need 1 million new entrants by the year 2025 and 82% of businesses claiming that the introduction of apprentices has helped improve their products and services, Code are committed to supporting the future generation of digital talent. We work in collaboration with leading education partners and employers to develop and offer a "best in class" range of digital apprenticeship programmes at advanced and higher levels.

Code's expert trainers are perfectly placed to deliver these industry-led skills and, working with global organisations and small businesses alike, we will align our training content and delivery model to ensure it accommodates the needs of each individual and meets the demand from employers within the sector and supports the local economy.

Apprenticeships from Code offer young people an opportunity to enter into the latest IT and digital marketing careers. For employers, our recruitment expertise means we can find the apprentices you need to take help take your business forward.

Hiring an apprentice allows the employer to watch somebody grow from raw talent into future leaders as they gain industry qualifications and experience through training on and off the job, including block training sessions at our academy. Apprentices can also lower your recruitment costs, improve productivity, and diversify your workforce.

Talk to us about your ideal candidate. Then, through our proven application and screening process, we'll find fantastic young people that are the perfect fit for your business.

Once they're in their role, we'll set up their ongoing training as part of their apprenticeship programme. By the time your apprentice has qualified, they'll not only have a nationally-recognised qualification, but also a firm understanding of your products and company, and a range of practical and social competencies.

Entry requirements

Individual employers will set the selection criteria, but this might include GCSEs, A levels, a Level 2 apprenticeship or other relevant qualifications, relevant experience and/or an aptitude test with a focus on IT skills. Employers are likely to be looking for a proven passion for technology.

Assessment methods

- Knowledge modules:
  - Networking and architecture
  - Mobile and operating systems
  - Cloud services
  - Coding and logic
  - Business processes
- A portfolio
- A project
- An employer reference
- An interview

Attendance

Full time, with block release for inductions and training.

Duration

The duration of this apprenticeship is typically 12 months to Gateway, with a three month window for the End Point Assessment (EPA).

Funding

Government support is available for all businesses. We also accept Levy payments.

Technical competencies

- Communication: works both independently and as part of a team and following the organisations 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.
- Performance: Optimises the performance of hardware, software and Network Systems and services in line with business requirements.
- Can explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive).

Technical knowledge and understanding

- Working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment.
- Understands maintenance processes and applies them in working practices.
- Understands and applies the basic elements and architecture of computer systems.
- Understands where to apply the relevant numerical skills e.g. Binary.
- Understands the relevant networking skills necessary to maintain a secure network.
- Understands the similarities, differences and benefits of the current Operating Systems available.
- Understands how to operate remotely and how to deploy and securely integrate mobile devices.
- Understanding and working knowledge of Cloud and Cloud Services.
- Understands the importance of disaster recovery and how a disaster recovery plan works and their role within it.
- Understands the similarities and differences between a range of coding and logic.
- Understands and complies with business processes.
- Working knowledge of business IT skills relevant to the organisation.

Professional recognition

This apprenticeship is recognised for entry onto the register of IT technicians confirming SFIA level 3 professional competence and those completing the apprenticeship are eligible to apply for registration.

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 productive, professional and secure working environment.

Grading

There are three sets of criteria on which the assessment and grading is made. The three criteria are:

- **The What**: what the apprentice has shown they can do.
- **The How**: the way in which the work has been done.
- **The With Whom**: The personal and interpersonal qualities the apprentice has brought to all their work relationships.

The purpose of grading is to differentiate between those apprentices whose work is at the expected level of quality against the totality of the skills, knowledge and behaviours specified in the standard and those whose work is significantly above this expected level.

English and maths

Level 2 English and Maths will need to be achieved, if not already, prior to taking the End Point Assessment.

Our promise

We will:

- Map and assess work against the Standards.
- Provide training for the formal examinations.
- Deliver the formal examinations.
- Help apprentices select evidence for their summative portfolio.
- Support apprentices with interview techniques.
- Provide additional training for Level 2 Functional Skills English and Maths.
- Provide pastoral support.
- Continue our varied curriculum; supporting development, behaviour and welfare.
- Confirm readiness for End Point Assessment.