



## Level 3 I.T Solutions Technician

**I.T Solutions Technicians develop, implement, and maintain complete I.T solutions, including their hardware infrastructure (such as servers and networks) and software (such as operating systems, middleware, and applications).**

An I.T Solutions Technician applies a professional methodology or framework to gather and analyse requirements; to design, develop, test, and implement I.T solutions and to provide ongoing support both directly to end users and for the underlying I.T services.

The specific tasks undertaken vary depending on what needs to be achieved by the team at any time. Some tasks may be very technical, others may be more analytical, business or user focused.

I.T Solutions Technicians undertake duties across the complete I.T solution, working on the team's core activities; apprentices choose one of two options hardware or software.

IT Hardware Solutions Technicians undertake activities in the infrastructure aspects of solutions such as servers and networks (fixed or mobile).

IT Software Solutions Technicians undertake activities in applications and supporting components such as databases.

### **Typical job roles could include:**

Junior Support Analyst, IT Support Analyst, Systems Analyst, IT Technical Support, IT Systems Support Technician, Junior DevOps Professional, IT Service Desk, Technical Service Support, Software Support Technician.

### **Duration**

Typical duration to gateway - 18 months (this does not include EPA period).

## Industry-specific requirements

The apprentice must be employed within an appropriate setting and have the support of their employer to undertake the programme.

## Benefits for Learners

1. Work professionally and independently, taking responsibility and initiative as appropriate
2. Demonstrates standard business courtesies and professional ethics in how they work
3. Demonstrates a productive and organised approach to their work
4. Work effectively with customers, clients, and users.

## Benefits to the Business

1. Motivated workforce
2. Skilled and qualified staff

## Delivery

Our blended approach means that our programmes are flexible and enable apprentices to experience a range of learning and support opportunities in a variety of formats such as online or at a local ACL centre. The apprentice will have a dedicated tutor who they will meet (online or face to face) once a month who will guide them through their apprenticeship and prepare them for their End Point Assessment. Additional workshops and seminars will be available to all learners to support additional learning and the off job learning requirement.

## Commitment

6 hours a week (based on a 30 hour week) of a learner's contracted hours must be given to support the completion of the programme. Tutor led sessions are a mandatory part of the course along with any other learning activities set by the assessor or tutor.

Maths and English may need to be undertaken in addition to the main qualification depending on previous attainment in these areas. It is likely that the learner will be required to undertake research, reading and write ups to support their learning. The programme requires 100% commitment from the learner & employer to ensure successful completion.

## End Point Assessment (EPA)

End Point Assessment (EPA) takes place at the end of the apprenticeship programme and is a comprehensive holistic assessment of the skills, knowledge and behaviours required as laid out in the apprenticeship standard.

The Level 3 I.T Solutions Technician EPA is made up of:

**Project and Interview** - The apprentice undertakes a pre-defined project to assess against the defined set of knowledge, skills, and behaviours. The project is undertaken in a controlled environment.

An independent assessor then interviews the apprentice to assess how they have applied the knowledge, skills, and behaviours in the project and to explore how these have been demonstrated in the workplace based on a discussion of the evidence presented in the portfolio.

**Knowledge Test** - The apprentice undertakes four on-line tests against the defined knowledge statements.

## Entry Requirements

Applicants must:

- Achieve the required level of Maths and English as part of the apprenticeship if a recognised qualification is not already held
- Be employed and have the support of their employer to undertake the programme

## Application Process

Applicants will:

- Complete an application form
- Undertake an Initial Assessment test that includes maths and English
- Have an interview with an ACL team member to assess suitability and eligibility

Employers will:

- Sign a contract with ACL
- Consent to a health and safety checklist to be completed by an ACL team member

## Contact

[acl.nostoppingme@essex.gov.uk](mailto:acl.nostoppingme@essex.gov.uk)

03330 139502

