

Level 3 Infrastructure Technician Standard

Qualification aims/objectives/suitability

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 problem solve and 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 organisations productivity.

Qualifications

Apprentices must achieve one knowledge module or vendor/ professional qualification from each of the five sections in the list below. Further details on the knowledge modules are available in the occupational brief available from <https://www.nsar.co.uk/digital-eqa/digital-apprenticeship-standards/>

Ofqual regulated Knowledge Modules / Vendor or professional qualifications

Section 1

- Knowledge Module 1: Networking and Architecture (for Level 3 Infrastructure Technician Apprenticeships) CCNA 1*
- MTA Network Fundamentals
- Network +* A +
- CIW Network Technology Associate*

Section 2

- Knowledge Module 2: Mobile and Operating Systems (for Level 3 Infrastructure Technician Apprenticeships) CCNA Security*
- MCP Managing and Maintaining Windows 8 * MCP Configuring Windows 8*
- MTA Mobility and Devices Fundamentals*
- Security + Mobile +
- CIW – Internet Business Associate
- CIW – Mobile Application Development

Section 3

- Knowledge Module 3: Cloud Services (for Level 3 Infrastructure Technician Apprenticeships)
- MTA Server Admin* Enabling Office 365 Services
- Enabling Office 365 Identities and Requirements
- MTA Cloud Fundamentals
- Install Configure Windows Server 2012* Administration of Windows Server 2012*
- Configure Advanced Windows Server 2012 Services*

Section 4

- Knowledge Module 4: Coding and Logic (for Level 3 Infrastructure Technician Apprenticeships)
- MTA Software Development Fundamentals
- App Development

Section 5

- Knowledge Module 5: Business Processes (for Level 3 Infrastructure Technician Apprenticeships)
- Technician Apprenticeships)
- CIW – Internet Business Associate
- ITIL Foundation Level

Functional Skills

Apprentices without English or Maths at Level 2 must achieve this prior to taking the end point assessment.

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.

Qualification

Level 3 HR Support Standard

Duration

Typically 18 months

Venue

The course will be delivered and supported in the workplace and by the training provider.

If functional skills are required this may be delivered in the workplace or with the training provider.

Contact us for further information:

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