



LEVEL 3

DIGITAL SUPPORT TECHNICIAN

with



What is this role / apprenticeship?

A Digital Support Technician apprenticeship prepares individuals to help organisations of all sizes make the most of modern digital technologies. As businesses increasingly rely on online systems, productivity software, collaborative tools and digital communication platforms, these technicians play a vital role in supporting both digital operations and transformation projects.

Digital Applications Technicians (DAT) devise digital productivity solutions and roll them out in the organisation. They work as digital champions, training and supporting colleagues to make the best use of digital tools and diagnose problems. They provide internal end-user application support. The DAT may also assist with digital operations and digital change projects.

How long does the apprenticeship take?

The apprenticeship will take around 18 months to complete.

What qualifications will the learner receive?

- Level 3 Digital Support Technician

Typical job titles might include:

Digital Support Technician, Digital Applications Technician, Digital Service Technician, IT Support Technician, Service Desk Technician, Helpdesk Support Technician, Technical Support Analyst, Digital Customer Support Technician, IT Operations Support, Digital Systems Support Assistant.

Why choose Acorn Training?

We put our learners at the heart of everything we do. All of our apprentices receive tailored one to one support from both a dedicated learning tutor and a learning mentor to ensure they are well-supported throughout their apprenticeship journey with us. We are an award-winning training provider renowned for our diversity and inclusion values and have been awarded a 'Good' rating in our first full Ofsted Inspection.

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