



DIGITAL SUPPORT TECHNICIAN

Organisations in all sectors are embracing digital technologies to optimise their operations and drive productivity. As a result, the demand for skilled professionals who can support and implement these digital transformations is on the rise. By becoming a Digital Support Technician, you can play a crucial role in helping organisations successfully navigate their digital journeys and provide top-notch service to their customers through online and digital platforms. Take advantage of this growing opportunity and set yourself apart in the thriving field of digital support.

What will I learn?

- Provide technical support to customers
- Maintain security of data
- Support continuous improvement
- Resolve digital issues
- Document actions
- Support and advise users
- Provide training to users
- Determine the root cause of technical issues
- Configure a range of digital devices or systems
- Communicate technical concepts or solutions



The apprenticeship will typically take 18 months to complete.



This apprenticeship standard is at Level 3.



This apprenticeship aligns with Register of IT Technicians for Level 3

GET IN TOUCH

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