

Level 3 IT and Digital Apprenticeships

L3 Digital Support Technician

18 Months

Broad based user IT and applications support

Supports Office applications and collaboration tools

Supports OS and peripherals (physical and cloud)

Data storage, organisation, management and security

Assists with IT projects

Fault finding and problem solving

Customer service trained

L3 Information Communication Technician

18 Months

Support for IT and/or telecom infrastructure

Root cause problem solving

Server and network reactive & preventative maintenance

Network performance

Backup procedures

Data migration

Cloud security and firewalls

Basic network architecture

Basic VPN and Remote Access Security

Testing and diagnostics

L3 IT Solutions Technician

15 Months

Assist in developing, implementing and maintaining IT solutions

Requirements gathering through to testing & support

Utilises Waterfall and DevOps

Deployed for either hardware or software solutions

System administration

Sets up and upgrades components

Maintains documentation

L3 Software Development Technician

18 Months

Builds software for web, mobile or desktop applications

Interpret design requirements

Implement code

Work within development lifecycle

Test software to meet functional requirements

Incorporates security into code

Follows organisational coding practices

Develops user interfaces

L3 Data Technician

18 Months

Can source, format and present data for analysis

Analyse structured and unstructured data

Blend data from multiple sources

Utilises data for decision and outcome support

Liaises with Stakeholders

Utilises Power BI for virtualisation, reporting and modelling

Advanced Excel

Basic statistics

L3 Cyber Security Technician

18 Months

Provides Cyber Security Support

Promotes and maintains security controls

Installs and maintains security controls
Monitors and escalates security events

Maintains cryptographic certificates

Reviews and administers access

Assists with backup and recovery processes

Monitors security compliance to organisational policies



Level 4 IT and Digital Apprenticeships

L4 Applications Support Lead

24 Months

Provides advice, training and support on technology applications

Rolls-out upgrades and new technologies

Provides Change Management support

Implements additions to support functions

Assists with planning of IT projects

Build & implement local and remote working environments

Client facing/front of house

Works with Stakeholders

L4 Network Engineer

18 Months

Can design, install, maintain and support IT networks

Maintains performance and security

Can configure wired, cloud and hybrid networks

Investigates and solves network performance issues

Can configure and upgrade physical and virtual systems

Analyses impact/risk when undertakes changes

Uses diagnostic techniques and tools

L4 Business Analyst

16 Months

Can investigate, analyse, conclude, create solutions, implement and support change and business improvement

Stakeholder liaison

Root cause analysis

Define acceptance criteria

Requirement engineering

Use Waterfall and Agile methodology

Quality assurance

Scenario modelling

IT, operational and commercial focus

L4 Software Developer

18 Months

Can build and test software solutions to defined briefs

Can undertake projects for Business Analysts and/or Technical Architects

Deliver according to project lifecycle

Convert customer requirements to technical specifications

Identify and select best fit solution

Determine and apply security solutions

Undertake testing

Prepare documentation

Provide release support

L4 Data Analyst

20 Months

Can describe, process and manipulate structured and unstructured data

Code in Python SQL

Model in Numpy, Pandas, Jupyter

Data integration, database design & ETL processes

Statistical analysis and modelling

Mathematical formulae

Technologies for data analysis & creation of local, virtual and cloud-based sandboxes

Data presentation

L4 Cyber Security Technologist

24 Months

Can identify vulnerability, threats and hazards

Manage Cyber Security operations processes

Research and investigate attacks

Support risk assessment and assist with audits

Develop security designs

Configure and deploy Cyber Security technology

Develop code and scripts

Pathways: Engineer | Defend & Respond | Risk Analyst



Level 7 Digital Apprenticeship

L7 Artificial Intelligence (AI) Data Specialist

24 Months

Provide data-driven AI solutions
Improve operational workflow
Automate and optimise business processes
Lead research into AI application

Deliver products and processes through advancing data, machine learning and AI

Capitalise where AI can create new opportunities

Develop AI strategy and policies

Please contact the ATP using the details below to learn more about our **Level 3, 4 and 7 IT & Digital apprenticeships.**

THE APPRENTICE
and **TRAINING PARTNERSHIP**



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