LEVEL 3 // IT NETWORK TECHNICIAN
ROLE OVERVIEW

To achieve this Level 3 apprenticeship, your apprentice would be expected to build relevant knowledge and experience within their day-to-day role, working on a range of networking projects.

Suitable Job Titles

- **Network Technician**
- **Junior Network Engineer**
- **Network Support Officer**
- **Data Centre Technician**
- **Cloud Technician**

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BALTIC APPRENTICESHIPS

Roles, Duties & Responsibilities

- Provide technical support to internal and external customers through a range of communication channels.

- Establish and diagnose IT faults using troubleshooting tools and methodology.

- Interpret technical specifications relevant to the task.

- Apply the appropriate security policies to IT tasks in line with organisational requirements.

- Undertake the relevant processes with tools and technologies to resolve technical issues.

- Communicate with all levels of stakeholders, talking them through the steps needed to resolve issues or set up systems, keeping them informed of progress and managing expectations.

- Apply appropriate testing methodologies to hardware, software or cabling assets.

- Practice guided continuous self-learning to keep up to date with technological developments, enhance relevant skills and take responsibility for professional development.

- Document or escalate IT tasks as appropriate to ensure a clear audit trail and progression of issues.

- Complete cabling tasks, for example coaxial, copper, fibre or remote.

- Administer mobile devices on a network.

- Deliver network tasks prioritising security with a view to mitigating and defending against security risks.

- Install and configure relevant software and physical or virtual hardware, e.g., network devices, switches, and routers.