LEVEL 3 // IT SUPPORT 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 IT projects.

Suitable Job Titles

- **First-Line Support**
- **Helpdesk Support**
- **IT Support Officer**
- **IT Support 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 problems using troubleshooting tools and methodology.

- Interpret technical specifications relevant to the IT 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 or software.

- 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.

- Install and configure relevant software and hardware, e.g., mobile apps, printers, projectors, scanners, and cameras.

- Address IT issues by prioritising in response to customer service level agreements.

- Administer security access requirements and permissions for stakeholders, escalating as necessary.

- Support the roll out of upgrades, new systems, or applications.