

Information Communications Technician

Level 3

Delivery

Mix of face to face, online workshops, webinars, coaching sessions, and workplace learning

Description

With organisations relying more on computer and communications systems in all of their operations and decision-making processes, its crucial to ensure optimal performance and maintenance of these systems. This is a job for an Information Communications Technician (ICT).

The broad purpose of the ICT role is to deliver efficient operation and control of the IT and/or telecommunications infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or to end-users provisioned as cloud services that is required to deliver and support the information systems needs of a company.

Ideal for

- Support Telecoms Technicians
- Cloud Technicians
- Communications Technicians
- Cyber Security Support
- Data Centre Support Technician
- First Line Support
- Help Desk Support
- IT Field Technician
- IT Support Analyst
- IT Support Officer
- Maintenance Support Technician



Workshop delivery
face to face / virtual



18 months (3 months EPA)

Contact us



01233 - 632 111



www.esp-ac.uk





We offer apprenticeship training to employers wishing to upskill their new or existing employees

Benefits

- Provide technical support to customers, both internal and external, through a range of communication channels
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools
- Interpret technical specifications
- Apply the appropriate security policies
- Undertake the relevant processes with the relevant tools and technology to resolve technical issues
- Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation expectations

