



Education, Training & Employment Solutions

Digital Support Technician

A Digital Support Technician can offer businesses of varying size and scale, to maximise the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems.

Whether specialising in Digital Applications or Digital Service, our programme ensures your staff have the digital skills, problem solving initiative and excellent customer service to ensure your business and service users receive an excellent experience.

Programme Benefits and Outcomes

Your Digital Support Technician would be able to;

- Develop a range of technical proficiencies, including but not limited to; apply digital technologies, monitor and maintain digital information and intelligence systems and data, Respond to user enquiries, communicate effectively through digital channels, devise technology-based productivity solutions, diagnose digital problems and provide internal end-user application support, assist with digital operations, projects, and transformations.
- Understand how the skills fit your business and customer needs and implement these effectively as part of a team and independently
- Provide exceptional project delivery skills and customer service

Nationally and Industry Recognised Qualifications

Alongside the programme, your employees will gain a Professionally recognised qualification to support their development, supporting your organisation in developed a high-skilled workforce.



Continuation Courses for your Employees

TEAM LEADING AND MANAGEMENT

Our tailored pathway courses will support your organisation in progressing employees into more specialist and technical and advanced roles, including taking on more senior levels of responsibility.

Successful completion of the Level 3 Digital Support Technician course can lead onto;

NETWORK ENGINEER – LEVEL 4

DEVOPS ENGINEER – LEVEL 4

IS BUSINESS ANALYST – LEVEL 4

CYBER SECURITY TECHNOLOGIST-
LEVEL 4

Programme Support and Additional Services

Our Programmes are developed to support your business needs in developing the talent, skills and knowledge needed to help your business grow and succeed. Our Digital Support Technician course consists of the following components;

12 months programme duration

supported through industry recognised qualification

Dedicated Account Manager

monthly meetings to satisfy all your questions, feedback and communication needs

Personalised coach, tutor and assessor

weekly contact for your employees off the job training (virtual, telephone, face-to-face)

Training Costs

Levy businesses can use their contributions to pay for this training. The costs will be £13,000.

If you are not a levy paying business there may not be a cost for this training. If the employee on this programme is under 19 and your business has less than 50 employees, there will be no cost for the training. If they are over 19 and/or your business has over 50 employees then you will contribute 5% towards the cost of the training which would be £750.



Contact us



With Academies throughout the UK, get in touch today to find out how your employees can begin their journey, and how we can support your organisation with your workforce education and training