

# IT SOLUTIONS TECHNICIAN Apprenticeship

## STUDENT FACTSHEET YOUR FUTURE STARTS HERE

Develop, implement and maintain complete IT solutions such as networks, operating systems and applications.

### Key Information

Level 3

Duration 18 months

#### Entry requirements

- 16 years or over.
- Please contact our Apprenticeship team for further entry requirements.

#### Delivery

A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus

#### Typical job titles

IT Hardware Solutions Technicians undertake activities in the area of the infrastructure aspects of solutions such as servers and networks (fixed or mobile);

Typical job titles include IT Solutions Technician, Technical Analyst, Junior Support Analyst, IT Support Analyst, Systems Analyst, IT Technical Support, IT Systems Support Technician, Junior DevOps Professional, IT Service Desk or Technical Service Support (at 2nd, 3rd or 4th line support)

Or

IT Software Solutions Technicians undertake activities in the area of applications and supporting components such as databases.

Typical job titles include IT Solutions Technician, Service Analyst, Junior Systems Analyst, Systems Developer, Database Technician, IT Support Analyst, IT Support Technician, IT Systems Support, Junior DevOps Professional, IT Service Desk or Applications Support Technician (at 2nd, 3rd or 4th line support)

#### Professional Recognition

This apprenticeship is recognised for entry onto the BCS, The Chartered Institute for IT, Register of IT Technicians confirming level 3 professional competence. Those completing the apprenticeship can apply for registration.

### Choose a Trusted Provider



We are a top provider in London with consistently high success rates



We are the largest college group providers of apprenticeships in west London



We work with major companies including British Airways, Brunel University London & Menzies etc.



Most of our apprentices secure employment at the end of their apprenticeship

Discounted travel with an Apprentice Oyster card

Discounts on shopping with an NUS Apprentice Extra Card

#### Employers involved in creating this standard:

IBM, Accenture, Brighton & Hove City Council, BT, Cisco, Fujitsu, Greenacre Academy, Red Eye International, Miggle, RAF

📞 01895 853622/ 0208 909 6328  
✉ apprenticeships@hruc.ac.uk  
🌐 www.hruc.ac.uk/apprenticeships  
🐦 @HRUCskills



**Apprenticeships & Skills**  
Harrow, Richmond & Uxbridge Colleges

## Sample Modules and Content

### Role profile

IT Solutions Technicians develop, implement and maintain complete IT solutions, including their hardware infrastructure (such as servers and networks) and software (such as operating systems, middleware and applications). They work as part of a multi-disciplinary team. Many such teams will be modern "DevOps" style teams, which carry out the full set of stages across the whole solution lifecycle: requirements gathering, solution development, testing, implementation and ongoing support. In more traditional organisations the team is likely to be focused more at one or other end of this broad set of activities. Such teams may well be in transition to a modern "DevOps" style team.

An IT Solutions Technician applies a professional methodology or framework to gather and analyse requirements; to design, develop, test, and implement IT solutions and to provide ongoing support both directly to end users and for the underlying IT services. The specific tasks undertaken vary depending on what needs to be achieved by the team at any particular time. Some tasks may be very technical, others may be more analytical, business or user focused.

IT Solutions Technicians undertake duties across the complete IT solution, working on the team's core activities so all apprentices take a common core and then choose one of two options.

IT Hardware Solutions Technicians undertake activities in the area of the infrastructure aspects of solutions such as servers and networks (fixed or mobile);

Typical job titles include IT Solutions Technician, Technical Analyst, Junior Support Analyst, IT Support Analyst, Systems Analyst, IT Technical Support, IT Systems Support Technician, Junior DevOps Professional, IT Service Desk or Technical Service Support (at 2nd, 3rd or 4th line support)

Or

IT Software Solutions Technicians undertake activities in the area of applications and supporting components such as databases.

Typical job titles include IT Solutions Technician, Service Analyst, Junior Systems Analyst, Systems Developer, Database Technician, IT Support Analyst, IT Support Technician, IT Systems Support, Junior DevOps Professional, IT Service Desk or Applications Support Technician (at 2nd, 3rd or 4th line support)

## Frequently Asked Questions

### What is new apprenticeship standard?

Apprenticeships in England are changing. Because of government reforms, a new style of apprenticeships has been designed to meet the needs of employers, learners and providers.

### How will I be assessed?

You will be assessed continually in knowledge, skills and behaviour areas at work. Towards the end of the apprenticeship, employers and providers will 'sign-off' the apprentice as ready for the end-point assessment (EPA).

Signing-off an apprentice indicates the employer and providers believe their knowledge, skills and behaviours are the level required to gain an apprenticeship. This sign-off is called the 'gateway'.

An end-point assessment (EPA) is a collection of assessments that offers confirmation of knowledge, skills and behaviours for a particular role. The EPA must be achieved before an apprenticeship certificate can be issued. The assessment organisation and the assessor must be independent of, and separate from the training provided by the provider and employer.

### Do I already need to have a job to start an apprenticeship?

You should be working a minimum of 30 hours per week in a job. If you are unemployed, view our vacancies to apply for a job:

[www.hruc.ac.uk/apprenticeships](http://www.hruc.ac.uk/apprenticeships)

### Can I start an apprenticeship after Year 11?

Yes, you can! Young people in England must stay in education or training until they turn 18. If you're looking for a different option after Year 11, an apprenticeship could be the answer for you!

### How much does an apprenticeship cost?

There is no cost for you to do an apprenticeship if you are 16 years old or over and you will be paid a wage.

View our vacancies to apply

[www.hruc.ac.uk/apprenticeships](http://www.hruc.ac.uk/apprenticeships)



Already working? Upskill!

Turn your job into an apprenticeship. Call us on **01895 853622 / 0208 909 6328** to get you started.