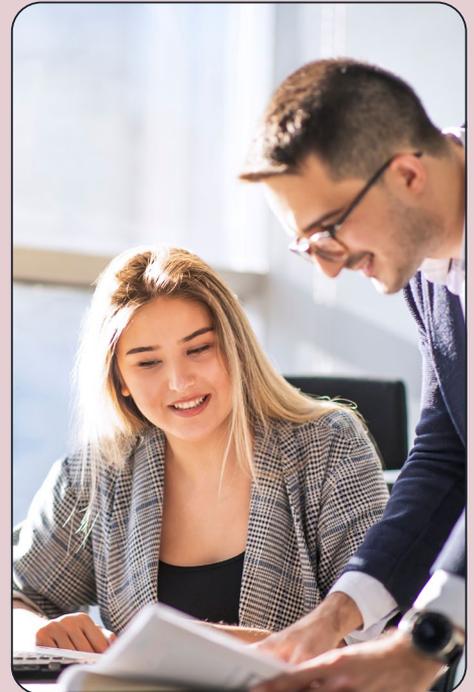


# Digital Support Technician

**Level: 3**

**Duration: 18 months**

**Digital Support Technicians help organisations maximise the use of digital technologies and productivity software to improve efficiency.**



## Apprenticeship overview

### Core skills, knowledge and behaviours you will learn

- Troubleshooting of software and hardware issues
- How to support digital transformation projects
- How to coach colleagues in the use of new digital tools
- How to manage digital security and data backups
- How to analyse user data to improve digital services

### In addition to the core content, you will choose one option from:

- Digital Service Custodian
- Digital Applications Technician

### Typical job roles

- Digital Coach
- IT Support Technician
- Digital Transformation Assistant

### Where you might work

- IT departments in any sector
- Educational institutions
- Customer support centres

### Good to know

You are the “bridge” between technical IT and non-technical users

Requires excellent communication and patience

The digital landscape changes fast—you must love learning new tech

**Visit:** [leedscitycollege.ac.uk/apprenticeships](https://leedscitycollege.ac.uk/apprenticeships)

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