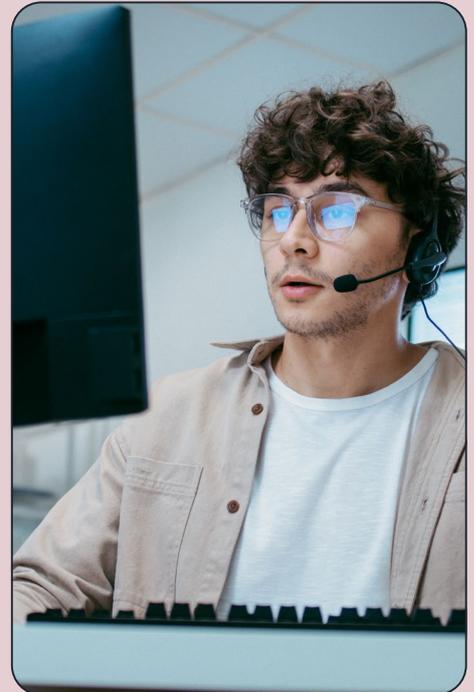# Information Communications Technician

Level: 3
Duration: 21 months

These technicians provide technical support for an organisation's IT infrastructure, including networks, servers, and devices.

Apprenticeship overview

Core skills, knowledge and behaviours you will learn

- Hardware installation and repair
- Network configuration and security
- Cloud service management (e.g., Azure, AWS)
- Remote and desk-side support techniques
- How to manage IT incidents and requests (ITIL)

Where you might work

- IT Managed Service Providers (MSPs)
- Large corporate offices
- Data centers

Typical job roles

- Help Desk Support
- IT Field Technician
- Network Assistant

Good to know

You may need to travel between different sites for hardware fixes

Troubleshooting requires a calm and methodical approach

There is high demand for these skills across every industry

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