



Digital Support Technician Apprenticeship



Level 3



18 months

A Digital Support Technician maximises effective use of digital office technologies, productivity software, collaborative tools, and digital information systems to enhance communication and workplace efficiency.



Apprenticeship overview

Digital Support Technicians work across all sectors and organisation sizes to maximise the use of digital technologies. They support digital operations and change projects to improve productivity and customer service. There are two roles: Digital Applications Technicians (DAT) support internal users by implementing and training on digital tools, while Digital Service Technicians (DST) assist external users accessing services through digital channels, providing coaching and problem resolution. Both roles involve communication with users, problem-solving, and collaboration, working under guidance but using discretion to escalate issues. They help organisations adapt to digital change and improve service delivery through effective technology use.



Typical job roles

Data Administrator, Database Administrator, Digital Applications Specialist, Digital Service Advisor, Digital Service Agent, Digital Service Support, Digital Support Professional, Digital Systems Operator, Digital Transformation Associate, Operations Technical Specialist, Service Centre Operator, Technical Support Professional

Why choose an apprenticeship for your business?

The benefits, in brief:

- Retrain and upskill your current team
- Fill skill gaps and expand your workforce
- Diversify your team and bring in fresh ideas

Why choose us?

- We are one of the biggest apprenticeship providers in the region
- We are funding experts and can help you get the maximum benefit of government funding available to you
- We will support you as an employer and your apprentice throughout the apprenticeship journey

Interested?

**We welcome your enquiries.
Contact us below:**



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