

Information Communication Technician Apprenticeship



Level 3



21 months

ICT professionals manage and maintain IT and telecom systems, including hardware, software, and networks, to ensure smooth operation and support for an organisation's information needs, both onsite and in the cloud.



Apprenticeship overview

Information Communication Technicians (ICT) work across all sectors and organisation sizes, ensuring optimal performance and maintenance of IT and telecommunications systems. They manage physical and virtual infrastructure, including hardware, software, networks, and cloud services, supporting business operations and decision-making. ICT roles involve installing, configuring, troubleshooting, and maintaining systems to maximise productivity and user experience. They interact with internal and external users, prioritise tasks, and escalate issues as needed. Specific roles include Support Technicians, Network Technicians, and Digital Communications Technicians, working in diverse environments from offices to field sites, ensuring secure, efficient, and reliable communications and IT services.



Typical job roles

First And Second Line Support Telecoms Technician, Cloud Technician, Communications Technician, Cyber Or Security Support, Data Centre Support Technician, First-Line Support Help Desk Support, Maintenance Support Technician, Network Field Operative, Network Support, Telecommunications Technician

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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