



Standard Draft Preview

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Standard in development
L3: Digital support technician
Version 2.0

Title of occupation

Digital support technician

UOS reference number

ST0120

Core and options

No

Level of occupation

Level 3

Occupational maps data

Route: Digital

Pathway: Digital Support and Services

Cluster: IT support and services technician

Typical duration of apprenticeship

15 months

Target date for approval

07/01/2026

Resubmission

No

Would your proposed apprenticeship standard replace and existing framework?

No

Does professional recognition exist for the occupation?

Yes

Regulated occupation

Is this a statutory regulated occupation?

No

Occupational summary

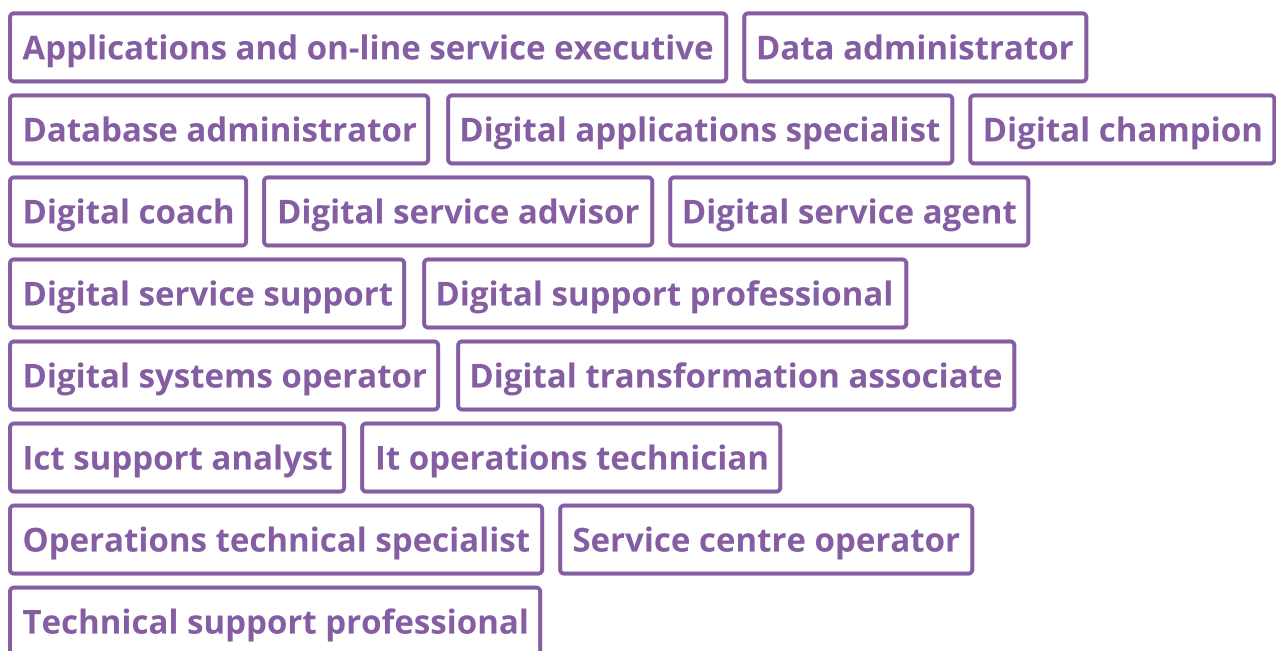
This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations. Organisations of all types are increasing applying digital technologies across all their business functions to maximise productivity. The demand for people who can support and implement these digital operations and digital change projects is increasing. Organisations of all types are increasingly supporting their service users through online and digital channels. Organisations are developing omni-channel approaches

to meeting customer needs to deflect telephone and face-to-face contacts and so reduce costs.

A Digital Support Technician DST helps the organisation's stakeholders maximise the use of, and value they receive from, digital technologies, services or products. They will help the stakeholders to exploit the technology, by a variety of techniques including: providing coaching and instruction, recommending changes to products and systems. They will also provide support by diagnosing system and stakeholder issues, recommending solutions and or workarounds. They will utilise professional customer support techniques and communication to support the stakeholder through a variety of digital and or social channels. They will also utilise and improve support knowledge bases and agents, including artificial intelligence models.

A DST will use and maintain information systems such as Customer Relationship Management tools to manage service delivery, improve user experience and increase efficiency.

Typical job titles



Are there any statutory / regulatory or other typical entry requirements?

No

Occupation duties

DUTY	KSBS
Duty 1 Provide technical support to customers through a range of communication channels adapting language for the intended audience.	K1 K6 K8 K9 K12 K17 S1 S4 S11 S12 B1 B2
Duty 2 Manage their time, prioritising their digital support workflow to meet critical milestones.	K12 S2 S9 B1 B2
Duty 3 Apply organisational policies, legislation and escalation procedure to their role, and allocated tasks.	K4 S3 S4 S8 B1 B4
Duty 4 Maintain physical and personal security by applying policies and complying with legislation.	K3 K4 K8 K10 S3 B1
Duty 5 Undertake analysis to identify insights, make changes or recommend improvements.	K7 K13 K20 S9 B4
Duty 6 Support organisational continuous improvement activity.	S12 B2
Duty 7 Resolve digital issues using different tools and technologies.	K17 S4 S5 S11 B2
Duty 8 Collaborate with stakeholders to manage expectations.	K2 K15 K17 S1 S8 S11 S12 B3 B4

Duty 9 Take responsibility for own continuous professional development CPD by keeping up to date with technological developments.	K10 K11 K14 S7 B2
Duty 10 Document actions to ensure a clear audit trail and progression of issues.	K5 K13 K17 S5 S6
Duty 11 Determine the root cause of issues to identify the potential solutions and act when problems are identified.	K16 S10 B1 B3
Duty 12 Source and provide information and advice to help upskill users.	K16 K18 K19 K20 S11 S12 B2

KSBs

Knowledge

K1: Types of digital office automation to create, update, edit, manage and present data.

K2: Types of digital architecture and how it relates to their organisation, such as physical storage, cloud, operating systems and servers.

K3: The importance of securely backing up data, the technologies that support it and its relevance to business continuity.

K4: The principles, processes and procedures for the secure handling of data in compliance with legislation including Confidentiality Integrity Availability CIA Triad and or People Process Product

K5: The concepts and fundamentals of data lifecycle: Creating, Processing, Analysing, Storing and Destruction

K6: The importance of data types and formats for example structured, unstructured, qualitative and quantitative.

K7: Techniques for diagnosing stakeholder's digital problems for example problem solving life cycle.

K8: Functions and features of digital management system to maintain stakeholder information for example helpdesk, CRMs

K9: Approaches to communication and how to adapt to different audiences and situations.

K10: Constraints when searching for reliable and suitable information for example Currency- Relevance- Authority- Accuracy- Purpose

K11: Approaches to planning and organising own learning activities to develop digital skills CPD for example AI and sustainability

K12: Approaches to time management and prioritisation

K13: Approaches to improving digital services, tools, and systems as part of continuous improvement

K14: Current and emerging digital technologies including the impacts of digital technologies for climate change, sustainability and moving to net carbon zero

K15: Approaches to assessing the risk and impact of their actions on other stakeholders

K16: Digital tools and information systems that are used to create, manage, and present data and information, and how to support stakeholders in using these systems effectively.

K17: Working practices for supporting and or administering digital systems, including how to minimise disruption and communicate the impact of technical procedures.

K18: Organisational approaches to incorporating different digital systems across business functions and the implications for their stakeholders.

K19: Approaches to training and supporting stakeholders to make the best use of the organisation's digital tools.

K20: Research techniques to gather information for example prompt engineering

Skills

S1: Use digital channels and technologies, to work collaboratively when sharing information, best practice and supporting stakeholders.

S2: Use data accurately and securely to meet business requirements and in line with organisational procedures and legislation.

S3: Apply confidentiality, integrity and availability principles to the handling, processing and storage of data and or information.

S4: Respond to enquiries, providing support and information utilising digital channels and in line with organisation process

S5: Operate digital information systems, for example• Management- Finance Human Resources• Bespoke departmental or organisational systems or databases

S6: Adapt communication techniques for different audiences and or situations.

S7: Undertake CPD to develop digital skills and knowledge required in their role for example AI and sustainability.

S8: Risk assess the organisational impact of decisions that they take

S9: Use digital services, tools, and or systems as part of continuous improvement

S10: Apply techniques for diagnosing stakeholder's digital problems and record outcomes

S11: Communicate with, and or advise end users in the use of digital systems or resources

S12: Support end-user systems physically or remotely. For example: software, hardware, operating systems or applications

Behaviours

B1: Work independently and take responsibility to maintain productive and professional working environment with secure working practices.

B2: Self-motivated and uses own initiative when implementing digital technologies and finding solutions to stakeholder's problems.

B3: Professional approach to dealing with stakeholder's problems.

B4: Considers the organisational impact of their actions and decisions on other stakeholders

Qualifications

English and maths

English and maths qualifications must be completed in line with the apprenticeship funding rules.

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

No

Professional recognition

This standard aligns with the following professional recognition:

- Register of IT Technicians for Level 3

Consultation

The expert network has shared the standard and new assessment plan with an audience of several hundred stakeholders through accessing the participants in sector wide networks led by BCS, City and Guilds and Accelerate People. The feedback from that consultation led to no significant alterations needed and reflected the broad-based nature of the trailblazer group and its expertise in understanding its key market position as an apprenticeship standard and the feedback that core and options no longer required is the correct way to proceed

Progression routes

ST0863 Digital accessibility specialist L4

ST0949 Applications support lead L4

ST0345 Digital community manager L4

ST0974 Digital learning designer-1.0 L5

ST0119 Digital and technology solutions professional-1.2 L6

Application Support Lead L4

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

Subject sector area

6.1 Digital technology (practitioners)