

Occupation Profile

Technical Apprenticeship in Digital Technology - IT Support Pathway at SCQF Level 8

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Purpose:

This occupation profile consists of 8 work situations routinely carried out in IT support roles. Collectively these describe all the performance requirements and knowledge and understanding requirements apprentices need to demonstrate competence in the occupation. Each work situation has a unique reference number and is set out as follows:

- Work situation title, goal, brief outline, performance requirements and knowledge and understanding requirements



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Mandatory work situations

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Goal of work situation:

This work situation involves using project management tools to plan, organise and monitor the progress of activities to achieve production quality performance indicators.

Brief outline:

This is about applying methods and principles of project management in line with organisational requirements. This includes ensuring activities are delivered in accordance with the business case and safe systems of work, and involves liaising with and reporting progress to stakeholders, ensuring activities contribute to key milestones and deliverables.

Performance requirements

1. Providing support to prepare business cases for approval of activities
2. Identifying roles, responsibilities and skill sets needed for project activities and resources
3. Planning and scheduling projects in line with agreed objectives, timescales, and organisational requirements
4. Managing activities in line with plans and to achieve milestones
5. Managing change in line with organisational procedures
6. Escalating to relevant personnel where there are deviations from plans
7. Identifying, agreeing, and implementing contingencies to mitigate problems
8. Communicating plan progress in formats to meet the needs of all relevant stakeholders
9. Reporting on progress in line with organisational reporting procedures
10. Collating and evaluating lessons learned to contribute to the continuous improvement of activities

Knowledge and understanding requirements

1. Relevant legislation and codes of practice, safe systems of work, risk and impact assessments for activities
2. The principles and approaches to developing good business cases
3. Different methodologies to plan and deliver activities and how to apply these
4. The tools and processes for identifying and analysing risks and opportunities and how to use them
5. Techniques and tools for monitoring and reviewing risks including when and how to escalate to management
6. Quantitative and qualitative measures of risk analysis and how to apply these
7. The importance of monitoring and controlling project performance including accountability
8. Industry specific tools and software for monitoring performance
9. The importance of establishing an agreed change control process, and the impact and consequences that changes can have on schedule, resources, and budget
10. The type of changes that may affect key performance criteria including time, cost, quality, and business case

11. The importance of contingency plans
12. The importance of evaluating and monitoring the benefits and challenges of activities and how to do this
13. Different ways, formats and frequency of reporting and presenting information on progress to internal and external stakeholders
14. The importance of liaising with internal and external stakeholders and how to do this

Goal of work situation:

To identify, evaluate and prioritise the opportunities to apply digital technology to improve operations by transforming business processes.

Brief outline:

This involves evaluating the organisational processes to propose digital technology solutions within businesses to reduce costs, enhance performance and deliver improved services as a result of digital transformation.

Performance requirements

1. Identifying and documenting organisational processes which require digital technology improvement
2. Establishing information requirements of the organisational processes requiring digital technology improvement
3. Evaluating the potential for digital technology solutions to transform the organisational processes that deliver organisational competitiveness
4. Analysing organisational processes to propose potential digital technology solutions
5. Conducting relevant research to inform decision making for digital transformation
6. Conducting health and safety risk assessments of digital transformation scenarios
7. Developing and delivering well-structured digital technology proposals in the form of business reports and presentations which resonate with stakeholders

Knowledge and understanding requirements

1. The meaning and significance of the 'digital economy' and 'digital transformation'
2. How to model business processes
3. How organisations manage and implement technology driven change
4. How to formulate proposals for new digital technology solutions, including estimation of both costs and benefits
5. How digital technologies can be integrated within business processes
6. How digital transformation of business processes is implemented to provide improved productivity and service benefits
7. The legislation, regulations and organisational policies that relate to digital technology and safe use of IT in the workplace
8. The range of professional and unprofessional behaviour in digital technology contexts
9. The principles of business change and how organisations develop in the context of technological change
10. The organisational business objectives and how business strategy is used to achieve these
11. The range of metrics which might be used to evaluate the success of business operations

12. Current issues and ethical aspects in digital transformation implementation
13. The safe use of digital technology equipment in business operations

Goal of work situation:

To develop meta-skills and personal professionalism through reflective practice, goal setting and active learning to improve own performance in line with organisational requirements.

Brief outline:

This is about taking responsibility for the development of own meta-skills and personal professionalism. This involves reflecting on and learning from practice; seeking and acting on feedback; agreeing and working towards own goals for continuous professional development (CPD); and managing own wellbeing.

Performance requirements

1. Self-evaluating meta-skills regularly to identify own strengths and improvement needs for development
2. Identifying own strengths and improvement needs for professional development
3. Setting and agreeing SMART objectives for personal development and to achieve business objectives
4. Planning development activities to improve own performance and to achieve business objectives
5. Completing formal and informal activities to support and progress own development
6. Seeking and acting on feedback to improve own performance
7. Critically reflecting on own performance and involvement in activities to support own development and achievement
8. Critically evaluating the development and application of meta-skills in own work to identify future development needs
9. Completing and maintaining records and documents in line with organisational policy and procedures

Knowledge and understanding requirements

1. The purpose and importance of meta-skills including their definitions and how they relate to own work
2. The importance and impact of personal professionalism within the organisation and own role
3. How to use critical reflection and reflective practice to identify gaps in role specific knowledge, skills and meta-skills and the purpose and importance of this
4. How to participate effectively in performance reviews
5. How to set and agree SMART goals – Specific, Measurable, Achievable, Realistic, Time-bound
6. How to prepare development plans, including their content and duration
7. The importance of career and personal goals, including collective organisational learning, when planning own development
8. Sources of up-to-date and appropriate information to support own CPD activities
9. The impact and benefits of CPD including the organisation's key performance indicators (KPIs) and how they are measured and recorded
10. The importance of managing well-being for success in own role and where to get support
11. Appropriate ways to seek and act on feedback to develop own skills and knowledge including the process of 360-degree feedback
12. Different learning models and styles and how to use these for own development

Goal of work situation:

To respond to service requests for digital technology support by providing information to fulfil requests or enable resolution.

Brief outline:

This is about individuals responding to and validating service requests and providing first-line investigation and diagnosis to resolve user issues. This also includes triaging service requests to prioritise urgent issues and escalating complex issues as appropriate. It also includes identifying trends in user issues to proactively provide continuous improvement to reduce repetitive service requests.

Performance requirements

1. Responding to remote and on premises service requests to validate and classify user issues in line with organisational procedures
2. Triage service requests to prioritise service request sequencing in line with organisational procedures
3. Providing unassisted first fix technical advice to resolve user issues, retaining ownership of the requests until they are fulfilled
4. Escalating unresolved complex service requests in line with organisational procedures
5. Identifying systemic issue trends using analytical tools to provide proactive support and reduce recurring service requests
6. Reviewing first-line support processes to improve efficiency and maintain service Level Agreement (SLA) targets

Knowledge and understanding requirements

1. Organisational service management policies and procedures and how to apply them
2. How to respond to digital technology service requests
3. Steps involved in triaging service requests and how to apply them
4. Industry standard tools used to respond to and manage service requests and how to use them
5. Industry standard tools and techniques used to provide diagnosis and resolution of technical problems and how to apply them
6. How to conduct problem solving and root cause analysis
7. Why it is important to service requests in a timely manner
8. Different requirements surrounding on premises and remote support
9. Escalation procedures for complex issues and how to apply them
10. How to deliver customer service in a service helpdesk environment
11. How to adapt service request management for face to face, telephone, e-mail and remote support scenarios
12. The need to provide out of hours support
13. How to manage user accounts and passwords

14. How to monitor trends in service requests to improve first line support
15. How to provide continuous improvement to first-line support processes
16. SLAs in place to guide service delivery performance
17. Legal requirements related to the provision of support services including the Malicious Communications Act, the Copyright, Designs and Patents Act, the Computer Misuse Act, the Copyright (Computer Programs) regulations and the Privacy and Electronic Communications regulations

Maintaining service support procedures

Goal of work situations:

To implement and maintain service level management procedures to meet organisational requirements for service support delivery.

Brief outline:

This is about creating, maintaining and testing service support procedures. This includes identifying service support processes, reviewing first-line support activities and associated assets including organisation knowledge bases, support guides, playbooks and lessons learned to maintain service support effectiveness. This also includes testing procedures through reviewing relevance and quality of service support procedures and collecting support staff feedback to continuously improve procedures.

Performance requirements

1. Identifying service support processes to plan standardised procedures in line with organisational requirements
2. Interpreting plans for new and updated procedures to prioritise service support procedure development
3. Creating and updating first-line support procedures in line with organisational procedures
4. Reviewing the quality of service support procedures including undertaking acceptance testing to confirm they are ready for publication
5. Checking that first-line support assets linked to procedures are up to date including FAQs, knowledge base, playbooks, lessons learned and guidance materials
6. Collecting and recording first-line support staff feedback on support procedures to capture change requests in line with organisational procedures

Knowledge and understanding requirements

1. Organisational processes for delivering service support
2. That the availability of high-quality service support procedures helps to maintain compliance with Service Level Agreements (SLA)
3. How to locate and identify the service support procedures that align to service delivery processes
4. How to read service support procedure plans
5. Steps involved in creating and updating service support procedure and how to apply them
6. How to review the quality of service support procedures
7. How to undertake acceptance testing of service support procedures
8. How to check the currency of first-line support assets
9. The role of knowledge management in assisting first-line support staff to deliver service support
10. How to capture feedback on service support procedures to continually improve them

Providing digital technology asset management

Goal of work situation:

To provide asset management activities for managing the full life cycle of assets in line with organisational processes

Brief outline:

This involves providing and updating information on hardware and software assets, maintaining asset registers, monitoring software licensing and producing asset reports. It also includes identifying and reporting unauthorised assets.

Performance requirements

1. Creating and maintaining accurate asset registers of hardware and software assets in line with organisational standards
2. Monitoring organisational software licensing estate positions across users to avoid non-compliance
3. Producing histories of physical assets to verify state and location of all authorised assets
4. Identifying and resolving instances of unauthorised assets to maintain compliance
5. Updating licensing of software for authorised on-premises and remote software in line with organisational standards
6. Producing analysis and reports to support asset management and aid decision-making in line with organisational procedures

Knowledge and understanding requirements

1. Organisation IT Asset Management (ITAM) processes and procedures and how to apply them
2. How to create and maintain an accurate asset register
3. Categories of information stored in an asset register including hardware and software assets, licensing, warranties and maintenance agreements
4. How to track the history of all IT assets across their lifecycle through the use of an asset register
5. Steps involved in software licensing management
6. How to track software licensing to maintain compliance
7. How to interact with end-users at all levels relating to asset management
8. How to identify and report unauthorised assets
9. Asset lifecycles (from purchase, usage, repair and disposal, including security and environmental aspects)
10. How to track the history and state of assets, including how well they are being utilised
11. How to produce analysis and reports for asset management



Optional work situations

A minimum of one optional work situation must be achieved

| | |
|---|----|
| Producing and testing automation scripts..... | 14 |
| Producing service management reports and metrics..... | 15 |

Goal of work situation:

To create and test scripts to automate command sequences and repetitive tasks.

Brief outline:

This involves identifying scripting requirements, creating, testing and deploying automation scripts and documenting the scripts developed.

Performance requirements

1. Identifying requirements for automation scripts with stakeholders
2. Creating automation scripts to deliver task processing in line with organisational procedures
3. Testing automation scripts to meet requirements
4. Documenting automation scripts to support future maintenance
5. Gaining approval from authorised staff to deploy scripts in live environments
6. Deploying and executing automation scripts
7. Reviewing automation scripts to validate performance

Knowledge and understanding requirements

1. The role of automation scripts in IT support
2. Main features of automation scripts
3. Scripting commands for automation and how to apply them
4. How to write, store and run automation scripts
5. How to add comments to automation scripts
6. Tools and techniques used to support automation script development and how to apply them
7. How to use data types and variables in automation scripts
8. The levels of approval required for authorising automation scripts
9. How to test automation scripts
10. How to deploy and execute automation scripts
11. Steps involved in reviewing automation script performance and how to apply them

Producing service management reports and metrics

Goal of work situation:

To produce regular reports and metrics to update stakeholders on service management performance.

Brief outline:

This involves monitoring service delivery performance, creating standard and custom reports and metrics dashboards, automating reporting processes and communicating outputs to stakeholders.

Performance requirements

1. Monitoring service delivery performance to collect status updates in line with organisational procedures
2. Creating dashboards of key performance metrics to provide service status performance updates
3. Creating routine reports to inform stakeholders of service management performance in line with organisational procedures
4. Creating custom reports to provide insights on service management trends and issues
5. Attending service management review meetings to provide service management performance updates
6. Creating graphs, charts and visualisations to illustrate service management performance data
7. Automating reporting processes to improve efficiency
8. Presenting report and metric outputs to key stakeholders in line with organisational reporting procedures

Knowledge and understanding requirements

1. Key performance indicators for service management
2. Who key stakeholders are for service management reporting
3. Sources of service management performance data
4. How to provide monitoring and analysis of service management performance
5. How to review service delivery performance metrics
6. How to create dashboards of key service management metrics
7. How to produce standard and custom reports for service management performance
8. How to identify service management performance trends and patterns
9. The role of service management review meetings and how to provide service management performance updates
10. Service management Service Level Agreements (SLA) for the organisation
11. How to produce graphs, charts and visualisations to support service management performance reporting
12. How to automate service management reporting processes
13. How to present service management performance updates tailored to the audience

The relationship between meta-skills and work situations

| Work situation | Meta skills alignment | | | | | | | | | | | |
|---|-----------------------|---------------|---------------|------------|-------------------|-----------|---------|-----------|------------|-----------|---------|--------------|
| | Adapting | Collaborating | Communicating | Creativity | Critical thinking | Curiosity | Feeling | Focussing | Initiative | Integrity | Leading | Sense making |
| Applying methods and principles of project management | ✓ | ✓ | ✓ | | ✓ | | | ✓ | | ✓ | | |
| Supporting digital business transformation | ✓ | | ✓ | | ✓ | | | ✓ | | | | |
| Developing meta-skills and personal professionalism | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Responding to digital technology service requests | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ |
| Maintaining service support procedures | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ |
| Providing digital technology asset management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ |
| Producing and testing batch scripts | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ |
| Producing service management reports and metrics | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ |

The table above indicates where there are opportunities to develop and evidence meta-skills in each work situation within the occupation profile. Please note, this information is for guidance, and indicates where meta-skills are explicit rather than an exhaustive list. There may be opportunities for individuals to develop and evidence other meta-skills when carrying out their role.

The relationship between National Occupational Standards and work situations

The table below indicates where there are links between National Occupational Standards and each work situation within the occupation profile

| Work situation | National Occupational Standards Alignment | |
|--|---|---|
| Applying methods and principles of project management | Project management suite Engineering and Manufacturing suite 4 Engineering Leadership and Manufacture suite 4 Industrial Design Suite TECIS30131 Maintain IT project-based documentation TECIS30141 Initiate an IT project | TECIS30142 Develop an IT project management plan TECIS30143 Monitor and control the delivery of an IT project TECIS30144 Close and review an IT project TECIS30145 Manage risks in an IT project |
| Supporting digital business transformation | ESKITP2024.03 Carry out business process design and improvement assignments ESKITP2034.03 Assist in the design, implementation and maintenance of change management plans and assignments ESKITU040 Use safe and secure practices when working with digital systems | |
| Developing meta-skills and personal professionalism | Business and Administration suite Management and Leadership suite | |
| Responding to digital technology service requests | ESKITP7054 IT/Technology Management and Support Level 4 Role | |
| Maintaining service support procedures | ESKITP7024 IT/Technology Service Help Desk and Incident Management Level 4 Role | |
| Providing digital technology asset management | ESKITP7014 IT/technology Service Operations and Event Management Level 4 Role | |
| Producing and testing batch scripts | ESKITP7014 IT/Technology Service Operations and Event Management Level 4 Role | |
| Producing service management reports and metrics | ESKITP7024 IT/Technology Service Help Desk and Incident Management Level 4 Role | |