**Modules for eCordia**

**Infrastructure Technician**

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| **Criteria** |  |
| 1. **Communication**

Works both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks.  | 1.1 The apprentice should be able to use a minimum of 3 tools to communicate * Oral
* Face-to-face
* Remote
* Diagrammatic

1.2 The apprentice should be able to demonstrate and compile three different forms of written professional correspondence.  1.3 The apprentice must be able to explain 3 types of communication styles to ensure cultural awareness and appropriateness for customers are taken into account.   |
| 1. **IT Security**

Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation  | 2.1 The apprentice must demonstrate how they comply with organisational security processes and how they would recognise and escalate issues. 2.2 The apprentice must be able to locate and follow policies and legislation  |
| 1. **Remote Infrastructure**

Effectively operates a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures  | 3.1 The apprentice must demonstrate how to securely connect a minimum of two different types of devices (e.g. laptop/mobile) to access the organisation’s network services (e.g. email, files, applications)  |
| 1. **Data**

Effectively records, analyses and communicates data at the appropriate level using the organisation’s standard tools and processes and to all stakeholders within the responsibility of the position  | 4.1 The apprentice must be able to select and securely use three appropriate tools when working with and analysing data.  |
| 1. **Problem solving**

Applies structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required  | 5.1 The apprentice must be able to select and use three appropriate tools for testing, troubleshooting and analysing problems. 5.2 The apprentice must be able to demonstrate compliance with organisational guidance. 5.3 The apprentice should demonstrate processes and practices for obtaining logistical support.  |
| 1. **Workflow management**

Works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation’s reporting and quality systems  | * 1. The apprentice must be able to demonstrate the ability to prioritise workflow and manage allocated tasks.
	2. The apprentice must be able to record tasks and comply with organisations quality processes.
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| 1. **Health and Safety**

Interprets and follows IT legislation to securely and professional work productively in the work environment Understands and applies Health & Safety policies to every day work  | 7.1 The apprentice must be able to demonstrate their interpretation and secure working practices in accordance with IT legislation. 7.2 The apprentice must demonstrate an understanding and apply Health & Safety policies to every day work.  |
| 1. **Performance**

Optimises the performance of hardware, software and Network Systems and services in line with business requirements  | * 1. The apprentice must be able to demonstrate how to configure a minimum of three pieces of hardware and
	2. configure three different types of software in line with business requirements.
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| 1. Understands and responds to the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)
 | 9.1 The apprentice must be able to explain how to comply when required with WEEE and the implications of data protection during disposal.  |