Person specification for the role of Digital Support Technician

Essential	Desirable
At least three years relevant experience of working in this occupation;	Experience of preparing for and presenting to a target audience
Recent and relevant industry expertise higher than the level of the Digital Support Technician standard (either the Digital Applications Technician or the Digital Services Technician – as appropriate for the Option they are assessing), within the last two years;	Experience of marking and grading assessments
The possession of practical and up to date knowledge, gained within the last two years of the application of current working practices, infrastructure, tools and technologies appropriate to this occupation and of relevance to the sector/size of business in which they will be carrying out assessments.	D32, D33, A1 or Level 3 TAQA or equivalent, or be working towards it.
Understanding of what an apprentice should be able to do in their role and level.	
Essential knowledge and skills: ➢ An understanding of apprenticeship standards, with specific knowledge about the relevant industry area for the role ➢ Experience of producing clear, accurate and concise written reports, including remarks/enquiries about results ➢ Proficient IT skills ➢ Analytical, critical thinking skills ➢ Excellent interpersonal skills ➢ Excellent written and verbal communication skills with substantive experience of providing supportive, concise feedback to both learners, Assessors and delivery staff ➢ Organisational skills and the ability to prioritise effectively ➢ Ability to work independently ➢ Able to interview apprentices and communicate appropriately with apprentice	
Flexibility to travel across UK, if required	
Driving license	