FCDO Services

Apprenticeships

Apprenticeships in IT

Advancing every service.

Creating best-in-class solutions.

Developing new skills.

It all matters.

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Our customers come to us for all kinds of tech needs. Some require secure storage for important information like passport details or visa applications, others for programme or application support. No matter the task, our teams are always on hand to help. And now, you've got the opportunity to join them.

You'll start with small technical issues, but by the end of your training, you'll work with ground-breaking technology helping to protect our customers at the very highest security classifications. And you'll be using your newfound skills to keep people, information and assets safe around the world.

Our work is as varied and vital as it gets, but we never lose sight of our people. Their skills, aspirations and growth mean as much as the global mission we're on. In our world, it all matters.
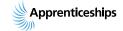
You'll spend up to 22 months learning to deliver and support successful and secure IT and mobile solutions for high-level UK government departments, agencies and some friendly international governments. It's down to us to make sure their information and assets are protected, and you'll be part of that effort every day. Expect hands-on training on high-level projects, combined with academic studies that help you learn the theory behind the practice. It means, at the end of it all, you'll be well on your way to an incredible professional career – and one that protects the UK's interests at home and overseas.

KEY FACTS

- **Level 3 apprenticeship, working towards a Level 3 Information Communications Technician (Support Technician) apprenticeship qualification**

- **Based at Hanslope Park, Milton Keynes**

- **Up to 22-month programme leading to a potential full-time role**

- **Open to all ages, but you will need:**

  - **A minimum of two GCSEs (or equivalent) at grades 9-4 (A*-C), in Maths and English**

  - **British citizenship, having lived in the UK for the last three years before the first day of the apprenticeship, (aiming to start September 2024), and for at least five of the last ten years**

  - **To be at least 16 years old by 1 July 2024 so you can complete Security Check (SC) clearance before your start date**

- **Security Check clearance, and Developed Vetting clearance after joining**

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YOUR PROGRAMME

After a short induction programme, you'll enrol with your training provider and begin learning for your knowledge modules.

You'll also begin a series of work placements – a chance to explore and get to grips with our various Technology and Operations teams, where you can expand on and put into practice the knowledge you're gaining.

Studying towards your Level 3 Information Communication Technician apprenticeship qualification, you'll cover a range of topics including:

• Fundamentals of networks and networking

• Operating systems, hardware system architecture and devices

• Principles of Cloud and Cloud-based services and virtual computing

• Troubleshooting, fault diagnosis and problem solving

• Backup and storage solutions and disaster recovery

• Principles of secure computing

• Relevant legislation.

You'll be assessed on your ability to demonstrate competencies gained through your work placements and interview, such as:

• Communication

• IT security

• Data

• Workflow and task management

• Health and Safety

• Systems performance

• Remote infrastructure

• Problem solving, interpersonal skills and working effectively in a business environment.

Once you've completed the formal learning, we'll tailor your work placements towards the specific roles you could go into at the end of your programme. You'll also have on-going training in ITIL Service Management and a range of core Civil Service behaviours – all of which will aid you in supporting our high-level customer base.

In the last few months of your programme, you'll undertake your End Point Assessment, which includes a portfolio assessment, a practical project and a professional discussion with the assessor. Your practical project will be a real work-based project designed to benefit the business and demonstrate the knowledge, skills and behaviours you've picked up in the course of the apprenticeship – including how you use tools to problem-solve and troubleshoot non-routine problems.

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COMPLETING YOUR APPRENTICESHIP – AND BEYOND

At the end of your apprenticeship, you'll gain Level 3 Information Communication Technician qualification. We'll do our best to find you a permanent position with us – you'll have a range of options to put the skills you've learnt to use. You could work in our Technology and Operations team, supporting our global customers' systems, such as in ICT operations; or continue to develop your skills toward roles such as Technical Architect or Network Engineer. Whatever you decide, we'll do all we can to help you explore your interests and realise your ambitions.

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> **The senior leadership team make sure you've got everything you need and check in with you."**
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> **IT Apprentice**