Want to Progress a Career in Digital?

Become a Digital Support (Cloud IT) Professional

Digital Support/Cloud IT professionals earn salaries starting upwards of £28,000 per year.

This Skills Bootcamps programme is for people who wish to gain an understanding of the knowledge and skills required to work in the digital support sector.

Guaranteed Job Interview

If you are unemployed, you will be provided a job interview when you enrol onto one of our Skills Bootcamps. If you already have a job, we will support you to progress in your career.

Careers in Digital Support (Cloud IT)

Digital Support/Cloud IT has revolutionised the IT industry and has created a wide range of career opportunities.

Here are some popular job roles available in the field:

Digital Service Technicians (DST)

Help customers and clients register for and access data, products and services through online and digital channels.

Cloud Security Specialist

These professionals focus on securing cloud environments, implementing security best practices, and addressing compliance issues.

Digital Applications Technician

Helps their organisation and its internal users to maximise the use of digital technologies.

What will I learn?

This course teaches the fundamental knowledge and skills of Digital Support (Cloud IT) and provides a choice of specialism in the field from:

- **Network infrastructure** – Understand the management of a range of network devices.

- **Cloud services** – Understand the application of cloud services and security fundamentals.

- **Digital security** – Understand the importance of information security management and the mitigation controls used to protect organisational data.

- **Supporting digital services** – Understand common digital problems and helpdesk requests.

Digital Support (Cloud IT) Professional

Course Delivery and Duration

- part-time to fit around work/life
- online for flexibility
- delivered over 16 weeks
- **120 HOURS** — 120 hours of guided learning
- **30 HOURS** — 30 hours independent study

Cost

Skills Bootcamps are fully funded for learners. If you are unemployed and meet the eligibility criteria, it will be **FREE** for you.

If you are working, your employer is required to pay a small portion of the course fee, depending on the size of their business.

Eligibility

You may be eligible to apply for a Skills Bootcamp if you:

- are aged 19 or over
- have the right to work in the UK
- live in England
- meet residency requirements
- meet any pre-requisite criteria for a particular course

If you claim Universal Credit, you can apply and continue to claim benefits.

Contact Us

To find out more, or to sign up, contact us at:

T: 0161 951 2969
E: sercoskills@serco.com

Start your journey today and become a Digital Support (Cloud IT) professional!

Or scan this QR code to visit us online ➤