



salesforce

INFRASTRUCTURE TECHNICIAN Level 3

SALESFORCE SERVICE DESK ENGINEER

DURATION 15 months

WHAT'S SALESFORCE?

Salesforce is a customer relationship management solution that gives every business team - from sales and marketing to commerce, service, and beyond - a single, shared view of every customer.

JOB ROLES THIS PROGRAMME IS GREAT FOR

Desktop Salesforce Service Desk Engineer

WHO IT'S A GOOD FIT FOR

You are part detective, coach, and conductor. You like to jump in and diagnose customer challenges. Whether you're an agent or the head of a team you believe in the importance of excellent customer service. If your greatest reward is high customer satisfaction, a career in service might be for you.

QUALIFICATIONS

BCS Award in Coding and Logic
BCS Award in Business Processes
BCS Award in Mobile and Operating Systems
BCS Award in Cloud Services
Salesforce Trailhead Business Administration Specialist Superbadge

PROGRESSION OPPORTUNITIES THIS COULD LEAD ON TO

Network Engineer Level 4
Software Developer Level 4
Cyber Security Technician Level 4
Digital & Technology Solutions Professional Degree Apprenticeship



QA.com



Our Infrastructure Technician Level 3 apprenticeship develops real world skills in the most popular IT technologies.

DISCOVER, PRACTICE AND APPLY

Discover, practice and apply are the three pillars of apprenticeship learning. No matter what part of the apprenticeship a learner is on, discover, practice and apply are combined into each activity.

Discover

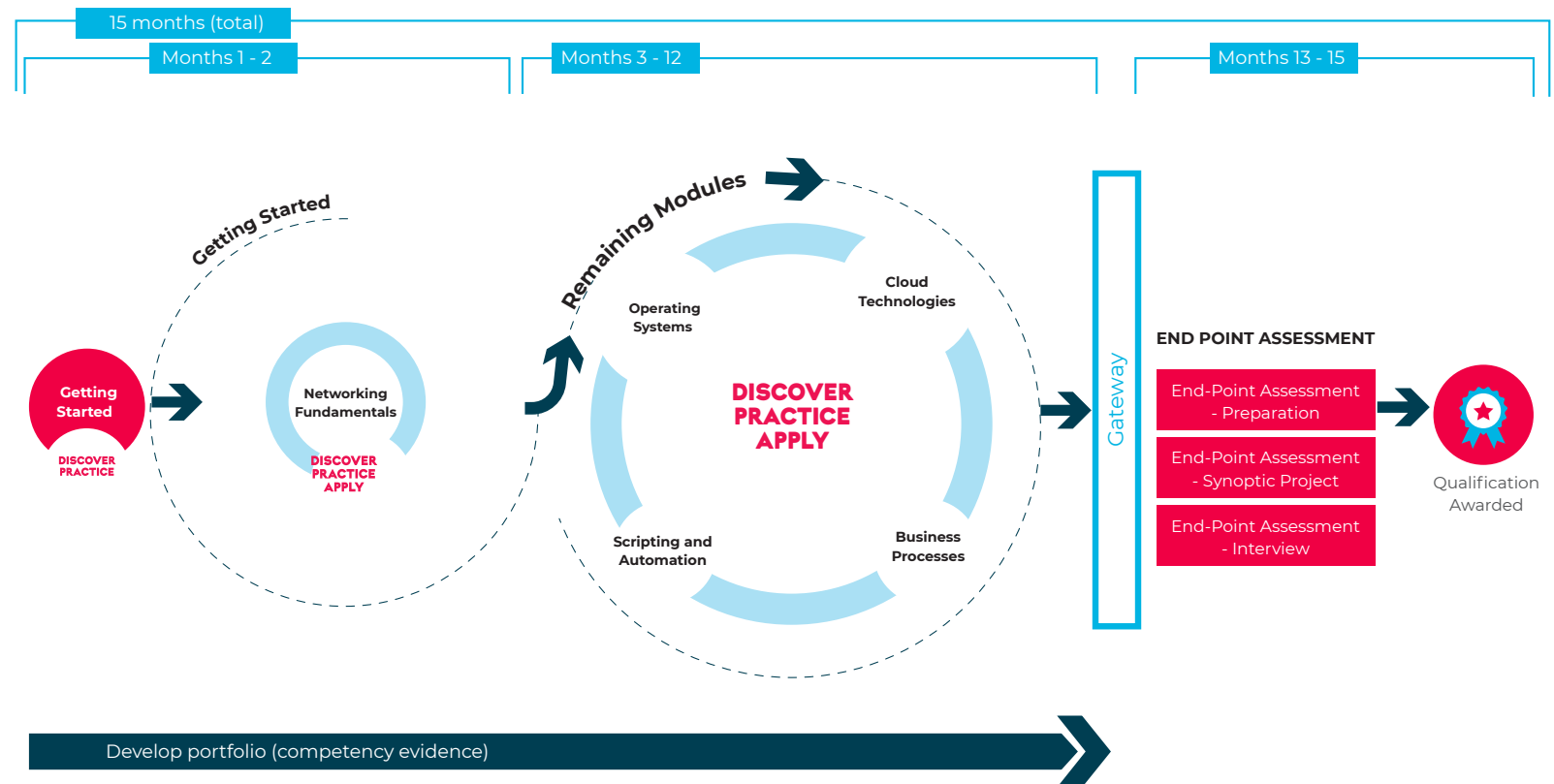
Learners will learn the theory, by exploring subjects online and in the classroom.

Practice

Learners will practise their new-found knowledge by completing activities - online, in the classroom and (most importantly) directly at work in their day-to-day role.

Apply

Learners will apply what they've discovered and practised at work. They will actively contribute to your organisation whilst building their portfolio of evidence (showing how they've applied their new skills) to gain their qualification.



Evidencing 20% off-the-job learning

We are the apprenticeship experts and can help advise you on how best to do this. Our programme facilitates off-the-job learning, it's been developed with online learning and on-the-job learning, as well as classroom training. This 20% must be done in working hours.

For more information please [click here](#)

Funded by

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