NSW Department of Education

ICT Manager

Information and communications technology managers plan, organise and direct the IT systems in organisations. Working at the cutting-edge of innovation using the latest technologies, they improve systems and workflows and solve IT problems.

What ICT managers do

ICT managers ensure a company's IT infrastructure is fit for purpose. This includes providing staff with the machines and software they need, ensuring network connections function effectively and that the business has a suitable IT strategy to meet its demands.

ICT managers are involved in high-level decision-making. They're responsible for the implementation of technology systems and directing the work of systems and business analysts, developers and support specialists.

In a single day, an ICT manager can work on recruiting, budgeting, planning, coding and design reviews. They liaise with senior members of staff, hire and train new employees, strategise and plan new IT projects, and work with colleagues to trouble-shoot IT problems.

While an ICT manager doesn't get involved in the nitty-gritty of a project, they combine their technical, communication and management skills to oversee and advise on the successful completion of projects as well as the day-to-day running of their department.

Will I get a job?

Continued very strong growth in this occupation is predicted, with 13,600 new jobs added to the current 63,000 in Australia by 2022.

What will I earn?

Over $1,650 median full-time weekly salary (before tax, excluding super)

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You'll like this job if...

You're curious. You're self-disciplined. You prioritise tasks and meet deadlines. You have strong analytical and problem solving skills. You pay attention to detail. You approach matters with perseverance. You're organised and prepared. You see patterns, value innovation and seek creative solutions. You have excellent leadership and teamwork skills.

A day in the life...

Work as an ICT manager may involve these tasks:

- analyse information needs and specify technology to meet those needs
- formulate and direct information and communication technology (ICT) strategies, policies and plans
- direct the selection and installation of ICT resources and the provision of user training
- direct ICT operations
- set priorities between system developments, maintenance and operations
- oversee the security of ICT systems.

VET qualifications

The following government-subsidised qualification is available in NSW:

Advanced Diploma of Information Technology Project Management (ICT60415)

- Up to 2 years full-time
- Graduates employed or in further study: 77.6 %*

Roles to look for

- ICT or IT project manager
- ICT or IT manager (Internet Service Provider)
- ICT or IT manager or network manager

Main employing industries

- Financial and insurance services
- Professional, scientific and technical services
- Education and training
- Health care and social assistance
- Information media and telecoms
- Government and councils
- Transport
- Arts and entertainment
- Agriculture

Other jobs you may like...

- ICT business and systems analyst
- Computer network professional
- Database administrator
- ICT security specialist
- ICT support technician

To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

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