ICT Support Technician

Information and communications technology support technicians live and breathe technology. They diagnose computer problems and fix them, even in a crisis. They build and maintain computer infrastructure, manage websites and resolve technical problems.

What ICT support technicians do

Virtually every organisation needs an ICT support technician to support and maintain its computers and networks.

An ICT support technician will have a specific set of responsibilities, such as installing, testing and maintaining computers, networks and software systems, managing and maintaining websites or supporting end users remotely or on site.

They decipher problems by listening to the user then translating the problem in tech language to the IT department. They then go back to the user and explain the solution in simple terms. Often, they'll be handling stressed users so they're good at communicating appropriately in a range of situations.

Technology is always changing, so part of an ICT support technician's job is to constantly keep up to date with technological developments so they can solve problems with the latest devices, networks and software.

Will I get a job?

Strong growth of 11% in this occupation is predicted, with 5,900 new jobs expected to be created in Australia in the next four years.

What will I earn?

$1,101–$1,350 median full-time weekly salary (before tax, excluding super).

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You'll like this job if...

You're self-disciplined. You're able to prioritise tasks to meet deadlines. You like working alone. You have strong analytical and problem-solving skills. You're customer service focused. You pay attention to detail. You approach matters with patience and perseverance. You're organised and prepared. You're comfortable following the rules.

A day in the life...

Work as an ICT support technician may involve these tasks:

- determine software and hardware requirements to provide solutions to problems
- respond to enquiries about software and hardware problems
- organise repairs or replacements
- advise users how to fix minor problems with computers, software or equipment
- adapt existing programs to meet users' requirements
- install and downloading software
- monitor equipment, computer systems or software to ensure best performance
- create computer networks and security programs
- design and maintain websites
- repair or replace equipment such as terminals, printers or modems
- work in a call centre.

VET qualifications

The following government-subsidised qualifications are available in NSW:

Certificate III in Information, Digital Media and Technology (ICT30115)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 81.6%*

Certificate IV in Information Technology (ICT40115)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 82.6%*

Certificate IV in Information Technology Networking (ICT40415)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 83.5%*

Roles to look for

- Hardware technician
- IT customer support officer
- IT help desk officer or technician
- Systems support officer
- Web administrator
- Web master
- ICT support technician
- Applications packager
- Computer systems technician

Main employing industries

- Information media and telecoms
- Professional, scientific and technical services (e.g. computer system design services)
- Education and training
- Government and councils

Other jobs you may like...

- Computer network professional
- Database and systems administrator
- Multimedia specialist and web developer
- Software and applications programmer
- Telecoms technical specialist
- ICT security specialist

VET qualifications (continued)

Certificate IV in Information Technology Support (ICT40215)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 82.6%*

Certificate IV in Programming (ICT40515)

- Up to 2 years full-time
- Graduates employed or in further study: 82.6%*

Certificate IV in Web-Based Technologies (ICT40315)

- Up to 2 years full-time
- Graduates employed or in further study: 82.6%*

Diploma of Information Technology (ICT50115)

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

Advanced Diploma of Information Technology (ICT60115)

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

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

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