Mersey Gateway Project

THINKING ABOUT BEING AN IT SUPPORT TECHNICIAN?

WHAT DOES AN IT SUPPORT TECHNICIAN DO?

If you are interested in computers and like solving problems, this could be the perfect job for you. IT support technicians help to find and correct software and hardware problems for computer users.

To become an IT support technician, you will need to have a wide knowledge of operating systems. You'll also need to know about networking, hardware and software. And you'll be able to explain problems and solutions clearly to non-technical users.

Your duties may include:

- Talking to clients to get details of faults
- Working out the reasons for a fault and explaining these to the client
- Fixing equipment, including printers and scanners (known as peripherals)
- Setting up new equipment and upgrading existing systems
- Testing and servicing equipment
- Recording problems and their solutions for future reference
- Training clients on new systems or software applications

WHAT ARE THE WORKING CONDITIONS?

You would usually work 37 to 40 hours a week. Some jobs involve being on call and doing shift work, including weekends. This role is office based, but may include visiting other departments within your company. You may need to travel to external clients or to different locations if your department supports several sites.

WHAT SALARY COULD I EXPECT TO RECEIVE?

Starting salaries are between £18,000 and £22,000 a year, and experienced technicians can earn up to £30,000 a year.

Senior staff with management responsibilities can earn over £30,000 a year.

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WHAT SKILLS AND KNOWLEDGE WILL I NEED?

- A thorough knowledge of operating systems, networking, hardware and software
- Excellent problem-solving skills
- The ability to explain problems and solutions clearly to non-technical users
- The ability to prioritise, work under pressure and meet deadlines
- A patient and methodical approach
- The ability to work alone or as part of a team
- An awareness of health and safety

WHAT QUALIFICATIONS AND EXPERIENCE WILL I NEED?

- **Apprenticeship**

- **A good working knowledge of computer systems**

- **Qualifications such as:**

  - **ICT Systems Support – PC Maintenance Level 1**
  - **Certificate or Diploma in ICT Systems Support Level 2**
  - **Certificate in ICT Systems and Principles Level 2**
  - **Diploma in ICT Professional Competence Level 2**

FOR FURTHER INFO:

www.apprenticeships.org.uk
www.e-skills.com
www.bigambition.co.uk
www.bcs.org/category/9322
www.sfia.org.uk