

# ICT Support Technician

ICT support technicians provide support for the deployment and maintenance of computer infrastructure and web technology and the diagnosis and resolution of technical problems.

## Job title examples

- Hardware Technician
- ICT Customer Support Officer/ICT Help Desk Officer/ ICT Help Desk Technician/ Systems Support Officer
- Web Administrator/Web Master
- ICT Support Technicians (Applications Packager /Computer Systems Technician/ Telecommunications Computer Systems Technician)

## Other jobs in this field of work

## What ICT support technicians do

- determine software and hardware requirements to provide solutions to problems
- respond to inquiries about software and hardware problems
- adapt existing programs to meet users' requirements
- install and download appropriate software
- ensure efficient use of applications and equipment
- implement computer networks
- design and maintain websites
- repair and replace peripheral equipment such as terminals, printers and modems
- may work in a call centre

## Main employing industries

- Information Media and Telecommunications
- Professional, Scientific and Technical Services (e.g. computer system design services)
- Education and Training
- Public Administration and Safety (e.g. government and councils)

## Qualifications



The following government subsidised qualifications are available in NSW:

**Certificate III in Information, Digital Media and Technology** available as a traineeship or qualification

**Certificate IV in Information Technology** available as a traineeship or qualification

**Certificate IV in Information Technology Networking** available as a traineeship or qualification

**Certificate IV in Information Technology Support** available as a traineeship or qualification

**Certificate IV in Programming** available as a qualification

**Certificate IV in Web-Based Technologies** available as a qualification

**Diploma of Information Technology** available as a qualification

**Advanced Diploma of Information Technology** available as a qualification

**Apprenticeships and traineeships:** Find out how to get an [apprenticeship or traineeship](#).

**Course fees:** You may be eligible for government subsidised training under Smart and Skilled. Go to the [Course Finder](#) to find training in your area, estimate your fee and find a training provider.

## Job prospects and pay



- There are around 19,472 ICT support technicians working in NSW.
- Over the next four years, employment in this occupation is expected to grow in NSW.

### Average weekly full time earnings (before tax):

- ICT support technician: \$1,263
- All occupations: \$1,200

## Related jobs



- Computer Network Professional
- Database and Systems Administrators and ICT Security Specialists
- Multimedia Specialist and Web Developer
- Software and Applications Programmer
- Telecommunications Technical Specialist

To find out more regarding these related jobs, visit the [Job Guides Homepage](#).

### Information sources

Occupations: Australian Bureau of Statistics, Australian and New Zealand Standard Classification of Occupations, 1220.0

Employment: Australian Bureau of Statistics, Labour Force, Australia, Detailed, Quarterly, 6291.0.55.003

Skills shortages: Department of Employment, Skill Shortage List NSW 2015-16

Job prospects: Centre of Policy Studies (CoPS), Victoria University, Employment Forecast Data for NSW 2015/16 to 2022/23

Earnings: Department of Employment, [joboutlook.gov.au](http://joboutlook.gov.au), based on ABS Characteristics of Employment Survey, August 2014