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
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