



South Lincolnshire

Academies Trust

Careers Education

JOB
OF THE WEEK

Aspire | Challenge | Achieve

JOB

OF THE WEEK

Our Job of the week this week is
IT Support Technician



Job of the Week – IT Support Technician

WHAT YOU DO

In this role you could be:

- take details from customers about their IT problems
- find and fix faults
- track work in progress and record issues and solutions
- update online knowledge banks
- service equipment like printers, projectors and IT networks
- set up new equipment and upgrade existing systems
- train people on new systems, face-to-face and online



SKILLS REQUIRED

You will need:

- the ability to work well with others
- knowledge of operating systems, hardware and software
- analytical thinking skills
- knowledge of engineering science and technology
- to be thorough and pay attention to detail
- customer service skills
- excellent verbal communication skills
- to be flexible and open to change
- to be able to use a computer software packages confidently

WHAT YOU WEAR

You may have a uniformed polo shirt but usually smart casual office wear is fine



WORKING CONDITIONS

You could be working:

- in an office
- from home
- on a helpdesk
- in computer server rooms
- in a school or hospital
- for the uniformed services
- for many clients or a company

WORKING HOURS

35-40

May include evenings, weekends, bank holidays and shifts

ANNUAL LEAVE

28 days

This can be taken at any time during the year.



ANNUAL INCOME

Starter £16,000

Experienced £35,000



EDUCATION & EXPERIENCE



You can get into this job through:

College:

You could take a course in computing or IT support, like a Level 2 Certificate in ICT Systems Support, a Level 3 Diploma in ICT Professional Competence, T level for IT Solutions Technicians

Entry requirements: 2 or more GCSEs at grades 9 to 3 (A* to D), or equivalent, for a level 2 course; 4 or 5 GCSEs at grades 9 to 4 (A* to C), or equivalent, for a level 3 course; 4 or 5 GCSEs at grades 9 to 4 (A* to C), or equivalent, including English and maths for a T level

Apprenticeships:

Level 3 Infrastructure technician

Level 3 IT solutions technician

Entry requirements: 5 GCSEs at grades 9 to 4 (A* to C), or equivalent, including English and maths, for an advanced apprenticeship

Work:

You could get started as a trainee technician and do qualifications while you work. You'll need some IT skills to get a trainee job.

Labour Market Information

In the Careers section of the school website you can find the useful comparison tool the 'Labour Market Information widget'

Use the widget to compare different job roles in any employment sector or relating specifically to the 'Job of the Week'.

IT user support technicians	IT project and programme managers	Web design and development professionals
<p>Weekly Pay £540</p> <p>Hours/Week 33h</p> <p>Annual Pay £28,080</p> <p>Hourly Pay £16</p>	<p>Weekly Pay £1,040</p> <p>Hours/Week 37h</p> <p>Annual Pay £54,080</p> <p>Hourly Pay £28</p>	<p>Weekly Pay £580</p> <p>Hours/Week 35h</p> <p>Annual Pay £30,160</p> <p>Hourly Pay £17</p>
<p>Workforce Change (projected)</p> <p>Growth 1%</p> <p>Replacement 43.2%</p> <p>The workforce is projected to grow by 1% over the period to 2027, creating 1,100 jobs. In the same period, 43.2% of the workforce is projected to retire, creating 47,300 job openings.</p>	<p>Workforce Change (projected)</p> <p>Growth 5.1%</p> <p>Replacement 39.9%</p> <p>The workforce is projected to grow by 5.1% over the period to 2027, creating 4,200 jobs. In the same period, 39.9% of the workforce is projected to retire, creating 33,200 job openings.</p>	<p>Workforce Change (projected)</p> <p>Growth 5.1%</p> <p>Replacement 39.9%</p> <p>The workforce is projected to grow by 5.1% over the period to 2027, creating 3,800 jobs. In the same period, 39.9% of the workforce is projected to retire, creating 30,000 job openings.</p>
<p>You might find this job in</p> <ul style="list-style-type: none"> Computer programming, etc Legal & accounting Financial services Public admin. & defence Auxiliary services 	<p>You might find this job in</p> <ul style="list-style-type: none"> Computer programming, etc Financial services Telecommunications Head offices, etc Specialised construction 	<p>You might find this job in</p> <ul style="list-style-type: none"> Computer programming, etc Retail trade Employment activities Head offices, etc Advertising, etc
<p>More info</p> <p>Clear card</p>	<p>More info</p> <p>Clear card</p>	<p>More info</p> <p>Clear card</p>

IT user support technicians

IT user support technicians are responsible for providing technical support, advice and guidance for internal/external users of IT systems and applications, either directly or by telephone, e-mail or other network interaction.

Common tasks in this job:

- provides technical support to IT users;
- advises users on how to resolve hardware and software problems;
- installs and upgrades hardware, cables, operating systems and/or appropriate software;
- facilitates user access to systems;

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IT project and programme managers

Jobholders in this unit group manage, coordinate and technically supervise specific IT projects and programmes of a discrete duration and/or budget.

Common tasks in this job:

- works with client or senior management to establish and clarify the aims, objectives and requirements of the IT project or programme;
- plans the stages of the project or programme, reviews actions and amends plans as necessary;
- coordinates and supervises the activities of the project/programme team;
- manages third party contributions to the programme or project;

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Web design and development professionals

Jobholders in this unit group design, develop and maintain websites to meet a client's specified requirements.

Common tasks in this job:

- liaises with internal/external client in order to define the requirements for the website;
- presents design options to the client;
- designs web pages including graphics, animation and functionality to maximise visual effectiveness and facilitate appropriate access;
- develops the website and applications;

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Powered by LMI For All.

To compare the Labour Market Information of different job roles that you might be interested in please visit the Careers section on the school website.

JOB OF THE WEEK

Find out more about IT Technicians with these videos:



Introduction to IT Support - What does an IT Support Specialist do

41K views • 3 years ago



Google IT Support Professional Certificate <https://www.coursera.org/specializations/google-it-support> This six-course certificate, ...

<https://www.youtube.com/watch?v=P4PdzhElaDg>



Working in IT in the NHS - there's no job quite like it (Support Technician)

697 views • 1 year ago



Colleagues from the IT team at East Suffolk and North Essex NHS Foundation Trust explain why there's no other job quite like it.

<https://www.youtube.com/watch?v=LUVYu5y6Gys>



Joe's IT Support Apprenticeship experience

11K views • 5 years ago



Joe explains how his apprenticeship with Baltic Training has opened more doors than ever before. If you would like to start your ...



<https://youtu.be/rQG4yEx7dCE>

JOB

OF THE WEEK

Click on the website links to research the job role further:

[IT support technician | Explore careers | National Careers Service](#)

[IT and information management | UCAS](#)

[How To Become A Computer service and repair technician | Explore Jobs | UCAS](#)

[Computing and IT | Stamford College](#)

[Overview of the UK's IT industry | Prospects.ac.uk](#)