

Education Pathway

This programme can lead to further study pathway either at a degree level qualification or a higher level diploma programme;

NZ Diploma in Systems Administration	1 Year Level 6
Diploma of Electrical Engineering (Electronics & Embedded Systems/ Telecommunication & Networks)	2 Years Level 7
ICT Industry specific training & certification	
AUT (Bachelor's Degree of Computer & Information Sciences)	2 Years
Griffith University (Bachelor of Information Technology)	2 Years

Information Technology Helpdesk/ Support Technicians



IT Helpdesk/
Support
Technicians
usually earn
\$47K-\$90k /year

IT Helpdesk/
Support Team
Leaders usually earn
\$80K-\$120k /year



Chances of
getting a job as
an IT Helpdesk/
Support
Technician are
good due to a
shortage of
workers



1-3 years of
training is
usually
required

Fees & Pricing

Year 1 Fees	\$25,900
Year 1 Scholarship	Up to \$5,000

*Validity up to 31st December 2024

*Pricing excludes insurance

*Pricing is subject to changes

*Scholarship is subject to ICA New Zealand's assessment of academic achievements, experience, grades, and other factors



**INTERNATIONAL
COLLEGE of AUCKLAND**



**INTERNATIONAL
COLLEGE of AUCKLAND**

**NZ Diploma
in
Information
Technology
Technical
Support** **LEVEL-5**

SCAN ME

For Admissions, Fees & Technical Enquiries
Email: enrol@ica.ac.nz | Call +64 (0) 9309 9558

ICA HOUSE Level 3, 520 Queen Street
Auckland CBD, New Zealand

www.ica.ac.nz

- IT Technical Support
- IT Help Desk Support
- IT Services Support
- IT Technician
- Network Support

Aims of the Course

The program aims to outcome graduates who are ready to be launched in the global and New Zealand's information technology industry. The graduates will have the following technical and core IT skills:

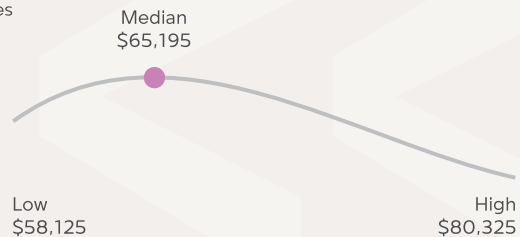
- » Select, install and configure IT hardware and systems software to meet organisational requirements
- » Apply a broad operational knowledge of networking, and associated services and technologies to meet typical organisational requirements
- » Apply a broad operational knowledge of data-base administration to meet typical organisational data storage and retrieval requirements
- » Troubleshoot and resolve a range of common system problems using appropriate tools and procedures
- » Apply the fundamentals of interaction design concepts and practice to enhance interface design
- » Apply the principles of software development to create simple working applications

IT Support Technician Average Salary in New Zealand, 2023

\$65,195

Based on 59 salaries

/ Annual



The average **support technician** salary in New Zealand is **\$65,195** per year or **\$33.43** per hour. Entry-level positions start at **\$58,125** per year, while most experienced workers make up to **\$80,325** per year.



Entry Requirements

- » 16 years old by the time the programme starts
- » High school graduate
- » The New Zealand Certificate in Information Technology Essentials (Level 4) or equivalent
- » A New Zealand Certificate in English Language (Academic) (Level 4) or equivalent
- » An IELTS (Academic) overall band score of 6.0 with no individual band score less than 5.5; OR a Pearson English Language Test (PTE) overall band score of 50 with no individual band score less than 42; OR NZCEL Level-4; OR equivalent

Intakes

AFTER EACH 10 WEEKS
Visit our campus any time between
9 am - 5 pm (Monday to Friday)

Course Content

TERM 1

- » Computer Hardware & Operating Systems
- » Data Communication & Computer Networks

TERM 2

- » Systems Administration
- » Database Design & Administration

TERM 3

- » Web Design Fundamentals
- » Programming Principles

TERM 4

- » IT Security & Professional Practice
- » IT Project

Total Credits: 120

Duration: 40-50 academic weeks*

*subject to academic assessment and intake dates