School of Information Technology
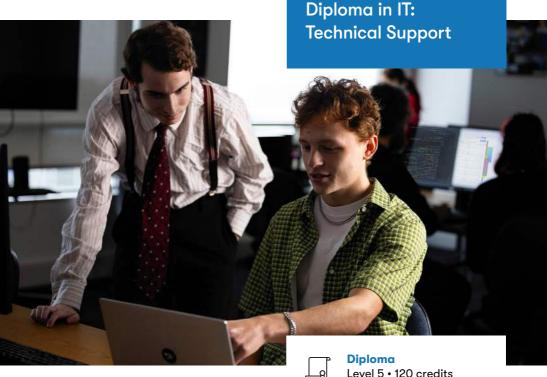
Certificate to Master Level
Industry Relevant Programmes

The Diploma in IT: Technical Support teaches fundamental skills necessary to work in a range of roles in the IT industry and focuses on teaching an overall awareness of the IT environment to provide technical support to users.

Diploma
Level 5 • 120 credits

Duration
1 year

Location
Auckland Central, Wellington

Delivery
On campus

Next intakes
February, May, July, October

Whitecliffe College
EST. 1984
40 Years

whitecliffe.ac.nz • 0800 800 300
admissions@whitecliffe.ac.nz

Prepare for a career in the information technology industry

Diploma in Information Technology: Technical Support

The programme is composed of theory and practice and covers a range of IT concepts, principles and systems.

Graduates of this programme will be able to

- Apply business concepts, development life cycles, data modelling and administration to support and enhance organisational processes and systems
- Apply knowledge of established IT service management frameworks to meet organisational customer service requirements
- Apply knowledge and concepts of business analysis, user experience and interface design to create accessible interactive digital media
- Apply critical analysis and decision-making techniques to solve problems and provide innovative information technology outcomes
- Apply a broad operational knowledge of networking technologies, security, associated services and troubleshooting techniques to meet organisational requirements
- Select, install, configure, maintain and troubleshoot IT hardware, networking systems and application software in a secure manner
- Apply the fundamental principles of software development, which includes mathematical and logical concepts, to plan, create, test and document simple working code
- Apply communication, collaboration, teamwork, documentation and customer service skills to enhance effectiveness in an IT role
- Apply knowledge of database administration and query languages, including database management system (DBMS) optimisation, cleansing, security and backups
- Apply professional, legal, and ethical principles and practices in a socially responsible manner as an emerging IT professional.

Further study options

Level 7   Bachelor of Applied Information Technology

Career opportunities

- IT Tech Support Roles
- Network Technician
- Network Administrator
- Helpdesk Analyst
- Field Technician