

# IT Technician

## CAREER FOCUS

An IT Technician is responsible for installing, maintaining and troubleshooting of IT systems within businesses and organisations. IT Technicians will usually work in an office environment either based at the organisation's premises if employed directly by them, or based in a call centre if employed by a specialist IT Company. Working hours depend on the way you are employed: sometimes, you could be expected to be 'on call' and work extra hours to get a job finished.

## AVERAGE SALARY

An IT technician can begin on a salary of £19,000 and after gaining further knowledge and experience this can rise to £26,000. IT managers in can earn in excess of £35,000, and larger organisations could earn considerably more.

## SKILLS & QUALITIES

To be a good IT Technician, you'll need to develop the following skills and qualities:

- Persistence and determination
- Analysis and problem solving
- Good communication skills
- Customer Service skills



In a typical day an IT technician will:

- Install and configure new software on computer systems relevant to the needs of the company
- Set up hardware and new equipment such as printers, telephone systems, keyboards etc.
- Use their in-depth knowledge to advise companies on what systems, devices, hardware, and programmes they will need
- Keep existing systems upgraded and running smoothly
- Diagnose and fix faults that are reported in the computer systems (this could be either in person, or over the phone guiding staff or clients through step by step actions, depending on the company you work for)
- Work as quickly as possible when dealing with faults in the system to ensure minimum loss of manufacturing, customer contact time, or staff work time
- Ensure security and privacy of computer systems and networks, as well as overseeing the filtering and blocking of inappropriate contents and materials
- Train the company's staff members on how to use new systems/ programmes
- Create accounts and log in details for staff within an organisation, resetting as necessary
- Establish good working relationships with both clients and other professional such as software developers.



## PATHWAY TO SUCCESS

**GCSEs**

**A Levels or Vocational Course in Computing or Apprenticeship**

**Optional University Degree or Degree Apprenticeships in Computing/Information Systems**

## CAREER PROGRESSION

Opportunities to progress in IT are good with a variety of workplaces including schools, colleges, university, hospitals, retail chains and transportation sectors all requiring extensive IT systems. Moving into these specialist areas and dealing with more complex systems is possible. Progression can be made to being a team leader supervising the work of IT support staff, IT Operations Management, or Telecommunications Management.

## FURTHER INFORMATION

**IT Service Engineer:** <https://nationalcareers.service.gov.uk/job-profiles/it-service-engineer>

**IT Director:** [https://nationalcareers.service.gov.uk/job-profiles/head-of-it-\(it-director\)](https://nationalcareers.service.gov.uk/job-profiles/head-of-it-(it-director))

**Apprentice Service Technician:** <https://icould.com/stories/alison-s/>

**Telecommunications Manager:** <https://icould.com/stories/steve-d/>

**Systems Engineer:** <https://www.bbc.co.uk/bitesize/articles/zv68cqt>

**Apprentice in Cyber Security:** <https://www.bbc.co.uk/bitesize/articles/zjvf2sg>

## ADVANTAGES

- Allows a passion for technology and IT to be used daily
- It is a thriving sector as the demand for well-functioning IT systems in all variety of organisations continues to grow
- IT skills and knowledge can be transfer to home life

## DISADVANTAGES

- Friends and family may regularly call upon your expertise outside of work which can becoming over bearing
- It can be frustrating and high pressured if a complex technical error is not responding in the way you want when trying to solve it
- Overtime is necessary to finish solving a system problem regardless of your planned finish time

## WHAT DO OUR OWN SCHOOL IT TECHNICIANS SAY ABOUT THIS ROLE?

### Mr. Hothersall

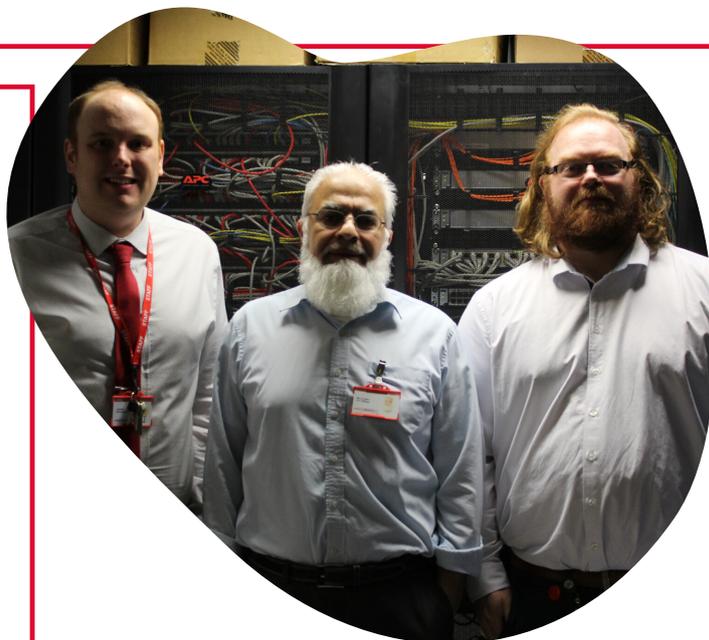
As a school leaver I went to Craven College to do my A- Levels in Applied ICT. Alongside this I worked part time at a Co-Op in Barnoldswick on the tills and filling the shelves. I began a Higher National Diploma course at Craven College but the academic side wasn't for me. I applied for a job as an temporary ICT Technician at Pendle Vale College and despite really struggling with the first interview to the point where I nervously left, they gave me a chance and offered me the job. I was still learning about ICT systems at this point and worked in the new Pendle Vale College being filling the gap between the school and the BSF PFI ICT Contact. After almost 2 years gaining experience of school systems, I then applied for a job as an inhouse ICT Technician at Bowland High School near Citheroe. This was a great opportunity as I was taking over from a man who was retiring and it was the right time for the whole system to be overhauled and an entire new system put in place, which allowed me to really develop my expertise.

After 9 years and gaining so much practical experience I was ready for a new challenge. I applied for the role of ICT and Networks Manager at Shuttleworth College and after a full day interview which included completing tests with six other candidates I was offered the job. That was just over a year and a half ago and I enjoy the challenge here of being responsible for running the entire ICT Support department. Every day is different, often with problems to solve and work to prioritise. I enjoy working out solutions and I still often learn new things. The team here deal with everything from setting up new students' homework accounts, monitoring backup systems, setting internet filters to safeguarding students, servicing interactive whiteboards in classrooms, managing the datacentre, preventing computer viruses, to tracking warranties on all equipment.

### Mr. Ullah

I completed a Higher National Diploma at University of Central Lancaster (UCLAN) in Electrical Engineering followed by a Post Graduate Degree, also in Electrical Engineering. I then traveled working in Electrics before moving into IT. I worked at Time Computers as an IT Technician for 2 years then spent 13 years as a Network Administrator for Lancaster University, meanwhile completing a Certificate of Education and a City and Guilds course in Electrics.

I finally moved to Shuttleworth College 10 years ago and particularly enjoy making sure the computers and equipment in classrooms work well so that lessons can run smoothly; taking the burden off the teachers so they don't have sort out IT issues and ensuring their time can be spent delivering their lessons to students, and ultimately the students getting the best out of their time here. I also speak Urdu and Punjabi which has allowed me to interpret for students who have struggled with English, and I enjoy seeing all students' journeys from beginning in Year 7 fresh from Primary school to mature young adults ready to make their own way in world.



### Mr. Talbot

After leaving school I went straight in to work in a bakery which I didn't like. I then worked in various different jobs from packing to bottling Sunny Delight, none of which I particularly enjoyed. I decided to return to education by going to college and starting a course in Music. It was here that I first began taking an interest in IT as I had to learn how to upgrade my rather slow computer. Unfortunately I couldn't afford to complete my Music course but the IT skills I had learnt stayed with me. I then worked as a barman for 10 years, progressing to bar manager on a holiday site in Kent. My interest and knowledge in IT continued grow as I learnt all I could in my spare time by watching videos, reading, and setting up my own systems.

I then worked for J2 Computers, a computer repair shop in Padiham, for 5 years before being made redundant when it shut down. The skills I had gained there allowed me to work as an IT Technician for LendLease, a private company setting up systems for schools. I worked heavily with Shuttleworth College setting up the IT systems so when Shuttleworth decided to they wanted to have in-house IT staff I took the opportunity to transfer and be directly employed here.