Information Technology

Josh

🎓	IT Tech Support
🔧	Service Centre Digital Advocate

Josh has a wealth of experience under the belt in the trades and IT industry. His journey is an inspiring example of how change can really benefit people. Here, he talks about his career change and dives into his transition from the trades industry to study the Diploma in IT Tech Support.

Building blocks

When Josh got his first computer at 11 years old, he was instantly hooked. He began learning HTML and webpage development. Countless hours were spent behind his computer screen, browsing the internet and learning the make-up of his computer. This was the start of a passion, which would later turn into his career.

After secondary school in 2004, he started an apprenticeship and enrolled in a pre trade course at WelTec.

Josh spent over 10 years in the trades industry, working on various building sites which took him around New Zealand, Australia and the UK. Although he was at the top of his game, he spent his leisure time on a computer.

Taking the leap into IT

By 2019, Josh was well established in his career. He entertained the idea of starting a construction business, but he couldn't ignore that he had lost his passion for trades.

Josh felt anxious leaving the trades world, but he knew changing careers was the right move for him.

"A lot of people around my age don't think they can change careers, but it can be done. I haven't looked back since".

It was then that Josh made the decision to move back to New Zealand to study IT at WelTec. He was ready to take the leap.

Josh studied the Diploma in IT Tech Support, learning key skills around networking, database management, customer support and user management. For Josh, learning was seen through an industry perspective.

From student to staff

After completing the Diploma in IT Tech Support in 2020, a role opened up with the ICT team at Whitireia and WelTec, as the Service Centre Digital Advocate. The transition into working at Whitireia and WelTec was natural for Josh.

"I found that there was a lot of transferable skills from trades. Being able work with different people, time-management, critical thinking and problem solving translated to my role in IT".

Everyday is different for Josh. One day, he could be running an AV tutorial, another day he could be leading a workshop for students. For Josh, he enjoys the variation that this job brings. His decision to change careers has come full circle.

Follow the QR code below to read the full story.

Tongan IT student graduates from Whitireia & WelTec | Te Pūkenga heads to the tech job market

Donald (Nolo) Heimuli will graduate with a Bachelor of Information Technology in June following a long journey to get to this proud moment.

While still back home in Tonga in 2011, Donald originally enrolled in IT with Whitireia via Tupou Tertiary Institute, whereby students in Tonga start the programme locally and complete their final year in New Zealand.

Unfortunately, in 2013, due to financial difficulties, Donald could not get to New Zealand to finish his bachelor's degree. Instead, with the goal very much in mind, Donald set about saving for his studies.

Using his passion for the game of rugby, Donald trained at the Tonga Rugby Union to qualify as a coach and become a Development Officer for junior rugby working with young players.

In 2019, Donald believed the time was right to complete the study he always wanted to do and secure a job in the tech sector to embark on the career he had set on. He was encouraged by Whitireia and WelTec to return to his study and get the 'job done'.

With encouragement and support from his kāinga (family) in Tonga and New Zealand, Donald was able to head to New Zealand and finish his study at Whitireia and WelTec while staying with kāinga nearby. Donald also worked during the holidays picking fruit in Gisborne to contribute to study costs and was awarded funding through Pacific Health Plus.

Last summer, Donald was a successful recipient of a TupuToa internship and gained experience at an insurance company assisting the information security team over a 12 week internship. Following which, he was offered an extension due to his excellent work.

As part of his studies, Donald has completed in-work practical assignments and his final project was a complete digitalisation of the New Zealand Amateur Rock 'n' Roll Association (NZARRA), which had previously been paper based.

"I give thanks to God Almighty for the blessings that He has bestowed upon me and has led me through difficulties to achieve this great achievement," says Donald. "I have taken every opportunity along the way so that I can reach this goal of graduating with a degree in IT.

> "I have had wonderful support from the amazing faiako (teachers/tutors) at Whitireia and WelTec as well as my kāinga and friends who helped me get to this point.

"I say: Mālō 'Aupito - thank you very much. Now, I need to secure a good job in IT so I can return the support to those who have helped me, and maybe there is someone else from Tonga who would like to follow in my footsteps - that I can help," says Donald.

Tony Assadi, Programme Manager at Whitireia and WelTec School of Innovation, Design & Technology has been alongside Donald on his journey and says: "It's absolutely wonderful to witness Donald's success in the face of numerous adversities and challenges throughout his academic journey. Stories like this are the reason why we do what we do."

Graduate Diploma in Information Technology

📖	Level 7
🕐	1 Year full-time (part-time options available)
📅	07 Jul 2025 (Petone)
💲	$7,400 (indicative for 2024 intake)
🌐	NZ $26,000* (indicative for 2025 intake)
🎖	120 credits

Gain valuable skills in a supportive study environment. Work on a range of techniques and technology to solve a workplace or industry problem. Head into the workforce with the confidence and skills behind you to be successful.

Programme outline

The ICT industry is one of the fastest-growing industries in the world. As a result, there is a huge demand for industry-ready ICT graduates who have the right mix of technical skills and business awareness.

The Graduate Diploma in Information Technology is a 120-credit level 7 programme that aims to meet the demand for highly skilled network and data professionals, system architects, developers, business analysts, cybersecurity experts, and other work-ready ICT professionals.

Students select elective courses based on their desired pathway and with guidance from programme staff. An elective course is any course chosen from the schedule of courses from the Bachelor of Information Technology and the Graduate Diploma in Cyber Security.

Study part-time

This programme includes part-time study options for people who want the flexibility of studying while they manage other commitments.

Career options

Graduates of the Graduate Diploma in Information Technology have detailed knowledge and skills in selected areas of IT for employment as an IT professional. Opportunities within the IT industry include employment in public organisations, private companies, IT enterprises, self-employment, and teaching.

Depending on the course set chosen by students, graduate opportunities include:

Cyber Security

Security analyst, security administrator, incident responder, information assurance analyst, or other information/cyber security-related roles, including security engineer.

Applied Data Science

Business intelligence analyst, data management and analytics, database developer, marketing data analytics, systems analyst, business, data analyst and data engineer.

Interaction Design

Product designer IT, designer in emerging technologies, UI/UX designer, user experience researcher, front-end developer design integrator.

Networking and Infrastructure

Network engineer, systems engineer, systems engineer/cloud support, ICT support technician, network support, network administrator, or service desk support.

Software Development

Full stack developer, web developer, analyst programmer, business analyst. Frontend Architect, DevOps Engineer, IoT Developer, software developer, mobile application developer, game developer, system and software tester.

Entry requirements

Domestic

Bachelor Degree in a relevant discipline or equivalent practical, professional or educational experience.

An applicant with a Bachelor degree in an unrelated discipline may be granted entry at the discretion of the Programme Manager where it is considered that the applicant has a reasonable chance of succeeding in the qualification.

International

All applicants must have a level of English sufficient to be able to study at this level. Those learners whose first language is not English should have IELTS overall academic score of at least 6.0 (with at least 5.5 in each band) issued within the last two years or equivalent.

Find your country's equivalent academic entry requirements here

*For fee exclusions, please see our terms and conditions.

Course descriptions

Course selection sheet
Domestic

Course selection sheet
International