Essentials and Support

whitireiaweltec.ac.nz

New Zealand Diploma in Information Technology Technical Support (Level 5)

Level 5

1 year, full-time (part-time options available)

08 Jul 2024 (Petone)
08 Jul 2024 (Petone)
08 Jul 2024 (Petone)
08 Jul 2024 (Petone)
08 Jul 2024 (Petone)

$6,988 (indicative for 2024 intake)

$25,000* (indicative for 2024 intake)

Get hands-on experience and learn the basics to be an IT support superstar. Gain an in-depth understanding of PC essentials by rebuilding a computer, learning about hard drive recovery and network management. You will be ready for employment with the communication skills to manage and operate a helpdesk.

What you will learn

- Learn how to manage and operate a help desk
- Select, install and configure hardware
- Understand key networking components
- Recover data from hard drives and provide storage solutions
- Troubleshoot and resolve common systems issues
- Enhance web interface design
- Develop simple software applications
- Gain customer service and communication skills
- Create your own digital game

Study part-time

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

Courses

Schedule of courses

IT5115 – IT System Overview

IT5116 – Database Administration

IT5117 – Hardware Servicing

IT5118 – Professional Practice

IT5119 – IT Technical Support

IT5120 – Server Management

IT5121 – Fundamentals of Programming and Problem Solving

IT5122 – Implementing Networks

Career options

- Help Desk Analyst
- PC Repair Technician
- Network Administrator
- Computer Support Technician

Entry requirements

Under 20

- NCEA Level 2 or 3, including Level 1 Literacy and Numeracy
- Or Certificate in Computing (Level 4)
- Or New Zealand Certificate in Information Technology Essentials (Level 4)
- Or equivalent knowledge, skills and experiences

Over 20+

If you're 20 years or over, you may qualify for special admission on this programme. Contact us if you don't meet the entry criteria as provided on the Under 20 information.

International students

- NCEA Level 2 or 3, including Level 1 Literacy and Numeracy
- Or Certificate in Computing (Level 4)
- Or New Zealand Certificate in Information Technology Essentials (Level 4)
- Or equivalent knowledge, skills and experience

Minimum IELTS (Academic) score of 5.5 with no band score lower than 5.0, or equivalent.

Find your country's equivalent academic entry requirements here

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

Related study options

New Zealand Diploma in Information Systems (Level 5)

Bachelor of Information Technology

Additional Information

Course selection sheet