

IT Support Worker

IT support workers help with monitoring and maintaining a company's network and computer systems, making sure that they run smoothly and efficiently, with system data correctly backed up.

This job can have many different titles, such as IT support technician, depending on the company.

The Work

You could be:

- working with servers, computers, monitors, printers and external hard drives
- testing systems on a regular basis to make sure they are working properly
- diagnosing and fixing problems with computers, printers and other IT equipment
- moving and installing a range of IT equipment
- rebooting computer systems after errors or power failures, or resetting printers or other equipment
- responding to systems error messages, either fixing the problem yourself or passing it to another IT professional
- checking the temperature and humidity of the server room to make sure equipment isn't at risk
- recording or logging completed work.

Depending on the company you work for, you may deal with calls and provide an out of hours support service.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

Starting salaries are often in the range of £18,000 to £21,000 a year. Team leaders can earn £25,000 to £28,000 a year.

Conditions

- You would work in a computer room, office or customers' premises.
- In some firms you work normal office hours from Monday to Friday, but in many cases you have to work shifts covering evenings and weekends.
- You would work on your own, but perhaps also as part of a team.
- You would liaise with other members of the IT department, and possibly with external clients or customers.
- Part time opportunities may be available.
- You might have to carry heavy or awkward equipment. The work might also involve you standing and sitting for long periods at a time.

Getting In

There are no set entry routes into this profession.

- Most employers require entrants to have some subjects at National 4 or 5, or Highers, including passes in English and Maths.
- You might enter through a Modern Apprenticeship. You may need 4-5 subjects at National 4 or 5 for this. You would study for Scottish Vocational Qualifications (SVQs) at Level 2 and 3.
- You might study for a Higher National Certificate (HNC) or Higher National Diploma (HND) in a computing related subject.
- For entry to an HNC or HND course you usually need 1-2 Highers, plus some subjects at National 5.
- You may have to take an aptitude test.
- It helps if you have previous work experience in computing.
- Jobs are mostly in technical departments of large organisations such as local authorities, the NHS, the police, commercial and industrial companies, banks and insurance firms, computer manufacturers and education.
- For some jobs you might need a driving licence.

Jobs are usually advertised through Jobcentre Plus offices, the Universal Jobmatch website (formerly Jobseekers Direct) and recruitment websites.

What Does It Take

You need to have:

- good concentration
- patience
- a methodical approach
- good IT skills
- problem solving skills
- initiative
- technical aptitude
- an understanding of computer hardware and software
- a sense of responsibility.

You need to be able to:

- work in a team and individually
- follow instructions accurately and pay attention to detail
- keep accurate records
- work well under pressure.

Training

- Training is mostly on the job.

- You might be able to take SVQs in IT related subjects at Levels 1, 2 or 3 while you are working.
- You may do short courses run by manufacturers.
- You may have to attend training courses throughout your career to keep up with developments in information technology.

Getting On

- With experience and further training, you might move into the more technical role of IT support engineer or a supervisory or team leader position.
- With further training, you may move into a senior or managerial post.
- You might become self-employed in a technical support or consultancy based role.

More Information

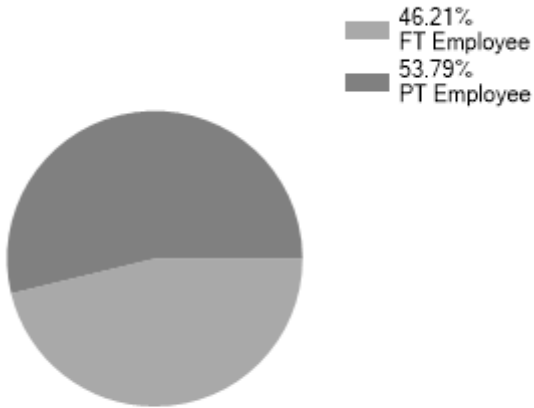
If you are considering a career in IT why not take a look at the [Tech Future Careers](#) website developed by the Tech Partnership, the Sector Skills Council for Business and Information Technology? You will find the video case studies of workers and general information on the industry useful.

Contacts

BCS, The Chartered Institute for IT
Tel: 01793 417417
Website: www.bcs.org
X: @bcs
Facebook: www.facebook.com/IT.BCS

Statistics

Employment Status UK %

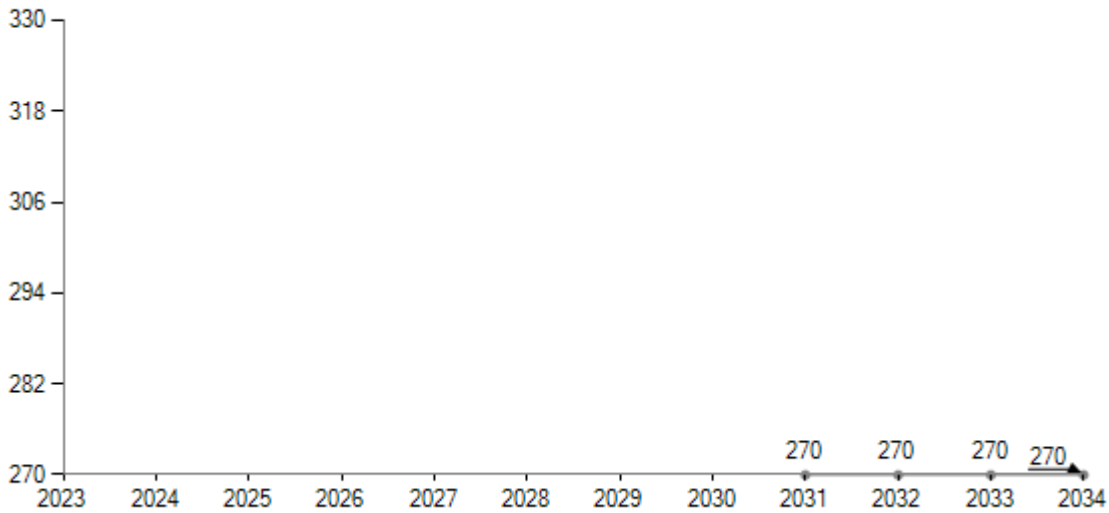


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)