New Zealand Diploma in Information Technology Technical Support

Level 5

mito

Designed in consultation with industry, this training programme will provide you with a broad understanding of the core concepts and practical skills to respond to the needs of users and provide IT technical support.

Graduates of this diploma will have the skills and knowledge to work in roles such as computer technician, help desk and technical support officer, and entry-level network administrator, network engineer, and applications support analyst roles.

Programme outline

This work-based programme is expected to take 21 to 24 months to complete.

The training programme includes a mix of practical training and assessment, undertaken in the workplace, and theory learning and assessment, allowing you to complete theory elements of the programme at your own pace.

Entry requirements

You must be employed full time (minimum 30 hours a week) in an Information Technology Technical Support position or a role that is leading to an Information Technology Technical Support position. Employer support is integral to the workplace learning model that MITO delivers.

Programme fee

Please refer to our website for programme pricing.

Enrol now

Enrol now at **mito.nz/IT**

QUALIFICATION OUTCOMES		LEVEL	CREDITS
Database Administration	Create a database solution for an organisation.	5	15
Hardware Servicing	Install, configure, and manage a computer system for an organisation.	5	15
UI/UX Design	Create an interactive digital media solution for an organisation.	5	10
Technical Support	Maintain IT systems and support users in an organisation.	5	15
Programming & Problem Solving	Develop a software solution for an organisation.	5	15
Introduction to Information Security	Perform a security assessment for an organisation in an IT environment.	5	15
Operating Systems & Server Management	Install an operating system for an organisation	5	10
	Manage a server for an organisation	5	10
Implementing Networks	Manage a simple network for an organisation	5	15

NEW ZEALAND DIPLOMA IN INFORMATION TECHNOLOGY TECHNICAL SUPPORT (LEVEL 5)

Enrol at **mito.nz/IT**

mito

We support on-job learning and career development for the automotive, transport, logistics, extractive, and information technology industries.

0800 88 21 21 | info@mito.org.nz | mito.nz