

MAKING CAREER CHOICES

FACT SHEETS TO HELP YOU CHOOSE
THE RIGHT CAREER AND STUDY PATH



IT – Networking

Database/Network/Systems Administrator, Help Desk Operator, Network Support Person, Computing Support Technician

Industry Description

Practitioners in this industry are required to help others to effectively use computer software and hardware and manage the day-to-day operations of IT systems. This could include maintaining and tuning large operating systems, talking with clients, providing assistance and technical support and performing housekeeping duties such as data backup.

Below are some of the particularly demanding requirements. Reasonable Adjustment may apply for individuals with specific support needs in industry training. The learner should have the ability to:

- sit for long periods of time
- speak with clients and provide clear instructions and directions
- read and comprehend written instructions
- deal with clients and give full attention, taking time to understand and ask questions as appropriate (active listening)
- work accurately and within time constraints (efficiency)
- plan, organise, prioritise and self-manage work tasks (organisation)
- see details at close range (near vision)
- quickly understand complex problems and devise effective solutions
- handle and control objects and tools (manual dexterity).

Below are some of the important personal abilities that are required. The learner should have:

- good technical skills
- good communication skills
- the ability to work independently and as part of a team
- sensitivity to client's needs
- a willingness to maintain and update own knowledge of IT content
- the ability to direct and oversee the work of others

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- a strong client focus and genuine desire to assist
- analytical skills
- patience and tolerance
- a methodical and disciplined approach to problem solving.

Workplace Health and Safety

All practitioners must understand their workplace health and safety obligations and safety requirements under the:

- *Work Health and Safety Act 2011* which imposes obligations on people at workplaces to ensure workplace health and safety.
- *Work Health and Safety Regulation 2011* that describes what must be done to prevent or control certain hazards which cause injury, illness or death.
- *Codes of Practice*, which are designed to give practical advice about ways to manage exposure to risks common to industry.

All practitioners must be able to participate in Risk Assessments, Incident Reports and Hazard Identification.

Legislative or licensing issues

All practitioners must meet the qualification requirements set by industry standards.

Resources and further information

For more information on duties, tasks and career and labour market information relating to IT – Networking, please refer to <http://joboutlook.gov.au>.

Industry information/professional associations

Australian Computer Society: www.acs.org.au

For career resources to help explore and plan careers, visit www.myfuture.edu.au.

This is intended to be used as a tool for career research, in conjunction with other resources. For specific course information, please refer to the TAFE Queensland website www.tafeqld.edu.au or ring 1300 308 233.