

L5

New Zealand Diploma in
INFORMATION TECHNOLOGY
TECHNICAL SUPPORT

4 Terms | 1 Year

120 Credits

NZQA approved

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New Zealand Diploma in INFORMATION TECHNOLOGY TECHNICAL SUPPORT

PROGRAMME OUTLINE:

Term 1: IT Systems & Problem Solving

Term 2: Networking Concepts

Term 3: IT Desktop Support

Term 4: Software Development

Job
opportunities



Level
of expertise



1 year | **Start in** Feb, Apr, Jul or Oct | **120 credits** | **NZQA approved**

Fees & start dates available on the Techtorium website: www.techtorium.ac.nz/need-to-know

This vocational course is designed for someone who is hands-on and passionate about technology. You will be able to gain entry-level employment in roles such as **Helpdesk Engineer**, or **Desktop Support Analyst**.

You may also be eligible for either **Level 6 NZ Diploma in Systems Administration** or **Level 6 NZ Diploma in Software Development** here at Techtorium.

- Assemble, repair and manage network devices
- Implement Cyber Security fundamentals
- Troubleshoot networks, configure routers, Wi-Fi and firewalls
- Apply fundamental customer service
- Use ticketing systems and reporting for Helpdesk Support
- Automate networks
- Develop scripts and applications with PowerShell and Visual Studio
- Implement ITIL based service management
- Configure virtual networks with Hyper-V



Creating IT professionals through excellence in education

Our **Employment Pathway Team** will guide, prepare, motivate and encourage you to get the job you want using our large network of employment partners.

What's next:

To apply for this full-time course:

1. Go to: www.techtorium.ac.nz
2. Complete the Online Application form
3. We will get in touch with you

While you are still in secondary

school, ask about our Introduction to Computer Engineering (ICE) short courses through Gateway or STAR.

Or contact us on: ICE@techtorium.ac.nz

techtorium[®]

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