

EmployNZ is a NZQA Category 1 Provider with a 20-year history of providing high quality education and employment placement services to students and local employers.

We offer a New Zealand Diploma in Information Technology (Technical Support) Level 5, leading into a New Zealand Diploma in Systems Administration Level 6. We also offer a range of foundation programmes leading to the achievement of NCEA Levels 1 and 2.

TECHNOLOGY

INTRODUCTION TO IT SUPPORT / LEVEL 2 & 3

During this course you will collaborate in a team to research, design and implement a live IT Support Help desk. You will learn how to solve a range of hardware, networking and software support issues faced daily by technicians in this fast-paced industry. After completing this course, you will be ready to take the next step in your IT career and enrol in a NZ Diploma in IT.

Course delivery: Terms 1-3; 30 weeks (1 day per week); TGA

UNIT STD	INTRO TO IT SUPPORT	LEVEL	CREDITS
29772	Manage files and folders using digital devices		2
29782	Demonstrate knowledge of computing hardware, software and terminology to select digital tools for specified purposes		5
29783	Implement basic security when using digital devices and software		3
29781	Use the internet and common digital devices and software to gather information and connect with other users and devices		7
TOTAL CREDIT VALUE		2	17

UNIT STD	IT SUPPORT	LEVEL	CREDITS
29796	Collaborate effectively with others in a digital environment		7
29793	Investigate, plan, design and create digital outcome solutions to meet the requirements of a specified brief		5
29789	Use a presentation application to produce an interactive multimedia presentation		3
29798	Troubleshoot, fix and escalate a range of common hardware and software problems		3
TOTAL CREDIT VALUE		3	18

COURSES PATHWAY TO FURTHER STUDY IN:

Level 5 Diploma in Information and Technology, ENZ Level 6 Diploma in Systems Administration, ENZ, Computing or Administration and Technology, Level 3 with TWA, Bachelor Degree of Applied Information and Technology at Toi Ohomai, or Further University studies – such as Bachelor's Degree in Computer Science, Computer Engineering, Information and Technology.

TYPES OF EMPLOYMENT THESE COURSES LEAD TO:

Computer Support Technician, Database/Systems Administrator, Network Engineer, Network Security, Software Developer, Project Manager, Web Developer, Web Designer.

