

JOB ROLE

IT SUPPORT OFFICER

LEVEL OF GROWTH FOR JOB ROLE



- Projected change of +9.39%
- From 74,771 in 2025 to 81,794 in 2030

AVERAGE SALARY FOR OCCUPATION



Entry level
(1-3 years' experience)



Senior
(8+ years' experience)

WHAT DO EMPLOYERS WANT?



SPECIALISED SKILLS

- Help Desk Support
- Technical Support
- Active Directory
- Continuous Improvement Process
- ITIL 4

EMPLOYABILITY SKILLS

- Communication
- Troubleshooting
- Customer Service
- Detail Oriented
- Operations

DIGITAL SKILLS

- ServiceNow
- Microsoft Azure
- Microsoft Intune
- Windows Servers

EMPLOYMENT PROSPECTS



TOP SOUTH AUSTRALIAN INDUSTRIES WHO ADVERTISED FOR THIS JOB ROLE IN THE PREVIOUS 12 MONTHS:

- Public Administration and Safety
- Professional, Scientific and Technical Services
- Health Care and Social Assistance
- Retail Trade
- Financial and Insurance Services

TOP SOUTH AUSTRALIAN EMPLOYERS WHO ADVERTISED FOR THIS JOB ROLE IN THE PREVIOUS 12 MONTHS:

- Lockheed Martin
- DXC Technology
- Datacom
- Downer Group
- Deloitte

LOOK FOR JOBS BEING ADVERTISED USING THESE JOB TITLES:

- Technical Support Officer
- IT Support Analyst
- Service Desk Officer
- IT Support Officer



YOU MIGHT CONSIDER UNDERTAKING STUDY TO TRANSITION INTO THESE RELATED JOB ROLES:

- Network Operations Technician
- IT System Analyst
- Cyber Security Specialist



QUALIFICATION PATHWAYS

Looking to progress your career? TAFE SA can help you further your study with these courses (*fees may apply)

- Certificate III in Information Technology (ICT30120)
- Certificate IV in Information Technology (Systems Administration Support) (ICT40120)
- Certificate IV Program in IT (Systems Administration Support) - Industry Work Experience Program
- Diploma of Information Technology (Systems Administration) & (Cloud Engineering) (ICT50220)

Or undertake a range of short courses to supplement your existing knowledge or continue upskilling.

Further information available on the TAFE SA website.



NETWORKING WITH INDUSTRY

Networking with industry provides you with opportunities to gain employment, advance your career and stay current with industry changes.

Conferences and workshops are an excellent way to introduce yourself to key industry contacts.

Follow these organisations on social media:

- ISACA
- Information Technology Professionals Association
- SA Council - AIIA

Consider these opportunities to find employment:

- Send your resume to relevant businesses in your local area
- Look for employment opportunities advertised on
 - the TAFE SA Jobs Board
 - online employment websites like Seek
 - the job board on your local Regional Development Australia (RDA) website



CAREER SUPPORT

Not sure where to start? TAFE SA's Student Services can provide you with a range of career planning support including:

- career planning
- write a winning resume
- how to respond to selection criteria
- cover letters that stand out
- preparing for job interviews

To find out more, or to book an appointment, visit TAFE SA's Career Support Page: Career Support (tafesa.edu.au)

Data sources:

Industry and job role data sourced 2026 from Lightcast™.(2022). "Labor Insight™ Real-Time Labor Market Information Tool." Retrieved from <https://labourinsight.lightcast.io/anz>.

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