

# JOB ROLE

# IT SUPPORT OFFICER

## LEVEL OF GROWTH FOR JOB ROLE



- > Projected change of +8.7%
- > From 70,500 in 2023 to 76,600 in 2028

## AVERAGE SALARY FOR OCCUPATION



**Entry level**  
(1-3 years' experience)



**Senior**  
(8+ years' experience)

## WHAT DO EMPLOYERS WANT?



### SPECIALISED SKILLS

- > SQL
- > IT Service Management
- > Help Desk Support
- > Incident Management

### EMPLOYABILITY SKILLS

- > Effective Communication
- > Customer Service
- > Troubleshooting (Problem Solving)
- > Detail Orientated
- > Time Management

### DIGITAL SKILLS

- > Software Systems e.g. Active Directory
- > Operating Systems e.g. Android or IOS
- > Knowledge of Information Technology Infrastructure Library (ITIL)
- > Mobile Device Management Software

## EMPLOYMENT PROSPECTS



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

- > State Government Administration
- > Computer System Design and Related Services
- > Higher Education
- > Engineering Design and Engineering Consulting Services
- > Banking

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

- > State of South Australia
- > University of South Australia
- > Datacom
- > Sync International Ltd
- > Westpac Group

### LOOK FOR JOBS BEING ADVERTISED USING THESE JOB TITLES:

- > IT Support Officer
- > Service Desk Analyst
- > IT Support Technician



## 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.

## JOB HOLDER COMMENTS



“After completing my Certificate IV last year, I have since used the results to gain entry into a Bachelor of Commerce, where I hope to gain another skill set. I hope to start working in an business/IT related field in the future. I believe TAFE SA has given me an excellent background that will compliment my degree.”

**Jamon Barns**  
Certificate IV Information Technology (ICT40118)



## 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. Upcoming events include:

- > IICA Technology Expo Adelaide  
27th November 2024  
Adelaide Showgrounds

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 2024 from Lightcast™.(2022). "Labor Insight™ Real-Time Labor Market Information Tool." Retrieved from <https://labourinsight.lightcast.io/anz>.

Level of Growth for Job Role data sourced 2024 from Employment Projections, Jobs and Skills Australia © Commonwealth of Australia. Jobs and Skills Australia monitors the quality of information available on this website and updates this regularly however Jobs and Skills Australia does not make any representation or warranty about the accuracy, reliability, currency, or completeness of any material contained on this website or on any linked site.

Salaries are based on the Median Australian Salary from "https://www.salaryexpert.com" Salary Expert. Experienced salary levels may require additional study. Salaries may vary in your location. Information is accurate as of January 2024 and is to be used as a guide only.

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