

# JOB ROLE

# IT SUPPORT OFFICER

## LEVEL OF GROWTH FOR JOB ROLE



- Projected change of 8.90%
- From 72,558 in 2024 to 79,018 in 2029

## AVERAGE SALARY FOR OCCUPATION



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



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

## WHAT DO EMPLOYERS WANT?



### SPECIALISED SKILLS

- Incident Management
- Network Troubleshooting
- Peripheral Devices
- Knowledge Management
- Continuous Improvement Processes

### EMPLOYABILITY SKILLS

- Effective Communication
- Troubleshooting
- Detail Orientated
- Time Management
- Proactivity

### DIGITAL SKILLS

- Information Technology Infrastructure Library
- Active Directory
- Microsoft 365 Applications
- Dynamic Host Configuration Protocol (DHCP)

## EMPLOYMENT PROSPECTS



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

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

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

- State of South Australia
- Anglicare Australia
- Cognizant Technology Solutions
- SAAB International
- SA Water

### 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](https://tafesa.edu.au))**

### Data sources:

Industry and job role data sourced 2025 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 2025 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 March 2025 and is to be used as a guide only.

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