IT SUPPORT EXECUTIVE

JOB DESCRIPTION

Information Technology (IT) support executives provide technical assistance or help to computer users in an organization. They aim to solve common problems, such as forgotten passwords or lost data, maintaining computer hardware and networks to ensure that they work efficiently and function continuously.

SALARY

Newly qualified executive ★★★★★
Experienced executive ★★★★★

INDUSTRY PROFILE

Varied opportunities with a wide range of employers, from large corporations to small firms • Growing demand for IT support in public and financial services sectors

AT A GLANCE

YOUR INTERESTS IT • Mathematics • Physics • Business studies • Business information technology • English • Computer programing

ENTRY QUALIFICATIONS A degree in an IT-related subject is desirable, but entry with suitable vocational training is also possible.

LIFESTYLE Most IT support companies operate 24 hours a day, so shift work is common. Part-time opportunities are offered by many employers.

LOCATION Work is office-based and involves visiting individual workstations, or offering advice by phone or email. Travel to other work sites is common.

THE REALITIES This work can be fast-paced and target-driven, with pressure to resolve calls quickly. Dealing with clients can be stressful.

CAREER PATHS

IT support jobs are found across a wide range of industries, in public sector organizations, and in IT consultancies providing support services to clients. Support executives are computer "all-rounders" with a good knowledge of hardware and software, and so may move into related IT jobs, such as network engineering or database administration.

TRAINEE You can enter IT support by studying for qualifications from technology firms such as Microsoft, Linux, CISCO, or Apple. This will qualify you to maintain their systems or software products.

GRADUATE You need a degree in a subject such as business information technology, systems engineering, or software engineering to apply for graduate IT support jobs.

▶ **CALL CENTER MANAGER** Manages the daily operation of telephone call-center staff, who deal with client and customer queries and complaints, and sell products or services over the telephone. There is strong demand for call center managers in industries such as IT, mobile telephony, and financial services, such as banking and insurance.

SKILLS GUIDE

Excellent communication skills to ensure problems are understood and resolved efficiently.

The capacity to work well in a team and identify serious issues for managers and IT specialists.

Good management skills to guide IT support staff, and the ability to influence senior managers.

The application of technical skills and a logical approach for effective problem-solving.

Expertise in IT programs, systems, and networks, and the capacity to learn quickly on the job.

NETWORK SUPPORT ENGINEER
Provides hardware and software support for users of telephone and computer networks, both in person and on the telephone.

DESKTOP SUPPORT EXECUTIVE
Delivers IT user support across a particular business area, such as retail or banking, to resolve systems faults and user problems.

WEBSITE HOSTING EXECUTIVE
Works for a website hosting firm, providing 24-hour IT support for users who have purchased server space from the company for their website or email services.

IT SUPPORT EXECUTIVE Working in this role gives insight into all the IT functions of an organization, so sideways moves into related IT jobs are common. You can also specialize in a technical area, such as network support, or industry.

SERVICE DESK MANAGER Manages a team of staff who are responsible for delivering support for IT applications and business services, ensuring that targets and client expectations are met or exceeded.